

Client Satisfaction Surveys Privacy Notice

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Revision

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Privacy Notice – Client satisfaction surveys

Red Engineering Design ('RED') is the data controller of the personal data in this survey. RED is registered as a data controller with The Information Commissioner's Office (ICO) under registration number Z1514082. RED is committed to protecting your personal information.

The purpose of this Privacy Notice is to explain how and for what purposes we process your personal data. It applies to responses taken from our client satisfaction survey.

1.1 Why are we collecting your data?

As part of our ongoing commitment to quality assurance and client satisfaction, we would like to obtain your feedback to support our continued service improvement. We believe that this use of your data is necessary to improve our services to all of our clients and is the least intrusive way in which we can invite you to provide feedback on the service that you have received.

1.2 Information Collected

- Name
- Company name
- Email address
- Your opinion of our services

Microsoft Forms will be used to capture client feedback. We will need to capture your name and contact details in order to respond more effectively to any complaints or concerns around quality of service provided.

1.3 The basis for the processing

- **Consent:** Completion of our client survey is voluntary. By completing it you are agreeing that we can use your details and opinions as described in this Privacy Notice. If you change your mind at any time, please let us know.
- **Legitimate interests:** We have a genuine business interest in gathering feedback to improve our services to all of our clients.

1.4 Who your information will be shared with

- Other companies in the RED Group.
- Your data will be held on software systems provided via our parent group companies. In common with all such systems, in the event of a system problem access may be required to help resolve it.

We may use your customer feedback anonymously for marketing and communication material. We will not use your information for marketing or sales purposes without your prior explicit consent.

1.5 Transfer of data outside the EEA

We may transfer the personal information we collect about you to the following countries outside the EU: (United Arab Emirates, Singapore, Philippines, and Turkey) in order to perform our contract with you. There is not an adequacy decision by the European Commission in respect those countries. This means that the laws of those countries to which we transfer your data are not deemed to provide an adequate level of protection for your personal information.

However, to ensure that your personal information does receive an adequate level of protection we have put in place appropriate measures in the form of a set of Binding Corporate Rules to ensure that your personal

information is treated by those third parties in a way that is consistent with and which respects the EU and UK laws on data protection.

1.6 How long will we hold your data for?

We will keep all submitted client satisfaction surveys which relate to the process of capturing client feedback for a maximum of 1 year from the date they are received.

Any analysis conducted following clients submitting their response, that includes personal data is to be deleted after one year of creation/publication.

1.7 Your rights

You have the right to access the personal information we hold about you.

If the information we hold about you is inaccurate, you have a right to have this corrected and you have the right to request completion of incomplete data.

You have the right to ask us to erase your personal data in certain circumstances ('right to be forgotten').

You have the right to ask us to stop or restrict the processing of your personal data, in certain circumstances.

Where possible, we will seek to comply with your request, but we may need to hold or process information to comply with a legal requirement.

You can make any of these requests by email, via dpm@red-eng.com.

If you are dissatisfied with how we have used your personal information, you can complain to the ICO or your local regulator.