

Privacy Policy

Our commitment to you

At Open Contracts, we're committed to protecting and respecting your privacy. This policy explains when and why we collect personal information about people we work with and who visit our website. This includes how we use that information, the conditions under which we may disclose it to others and how we keep it secure.

We need to maintain certain personal data about people for the purposes of satisfying operational and legal obligations. In this capacity we're both the controller and the processor of data and information, working in line with the principles of the General Data Protection Regulations (GDPR).

The type of personal data that we may need and hold includes information about you as clients, contractors, suppliers as well as current, past and prospective employees. This personal data, whether it is held on paper or in our systems, will be subject to the appropriate legal safeguards as specified in the GDPR.

If you have any questions, please contact our Business Operations Manager, Karen Smith by email at karen.smith@opencontracts.co.uk or call 020 7240 7711. Karen fulfils the role of Data Protection Officer.

How do we collect information from you?

We may obtain information about you when you contact us or when we contact you about prospective or existing projects.

What type of information is collected from you?

The personal information we may collect includes your name, contact business address, email address and IP address. If you are a supplier then we will hold your bank details and will share these with our external accountants who manage our accounts and process our payment transactions.

How is your information used?

We may use your information to:

- respond to enquiries or tenders;
- process orders that you have placed;
- carry out our obligations arising from any contracts entered into by you and us;
- seek your feedback on the services we provide;
- notify you of changes to our operation;
- send you communications which you have requested and that may be of interest;
- process a job application.

We may also use your personal information to try to detect and reduce fraud and minimise credit risk.

We review our retention periods for personal information on a regular basis. We will hold your information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us. We are legally required to hold some types of information to fulfil our statutory obligations.

Who has access to your information?

We will not sell or rent your information to third parties and we will not share your information with third parties for marketing purposes.

We may pass your information to selected third parties, for example our subcontractors, for the purposes of completing projects or providing services to you as the main contractor. In this instance we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure.

Your choice

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us, then you can let us know in response to the email we send.

We will not contact you for marketing purposes by email, phone, text message or post unless you have given your prior consent. You can change your marketing preferences at any time by contacting our Business Operations Manager by email at karen.smith@opencontracts.co.uk or by calling 020 7240 7711.

How you can access and update your information

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email our Business Operations Manager at karen.smith@opencontracts.co.uk, or write to us at 5 London Wall Buildings, Finsbury Circus, London EC2M 5NS. Alternatively, you can call 020 7240 7711.

You have the right to ask for a copy of the information we hold about you.

Security of your information

When you give us personal information, we take steps to ensure that it's treated securely. Non-sensitive details (your email address, etc.) are transmitted normally over the Internet, which can unfortunately never be guaranteed to be 100% secure.

As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

We engage third parties to help maintain the security of our systems and website and we don't use 'cookies'. None of our information is transferred outside of the EU and all our emails are encrypted by Microsoft; you can read more about their information security practices here: <https://www.microsoft.com/en-us/TrustCenter/CloudServices/office365/GDPR>

To ensure our server is secure, we have a hardware firewall in place which is patched and updated regularly. The server is also regularly updated and patched and we have permissions in place to avoid unauthorised access.

We don't collect data on our website so we don't use Google Analytics.

Links to other websites

Our website contains links to other websites run by other organisations. This privacy policy applies only to us, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third party site.

Complaints or questions

We aim to meet the highest standards when collecting and using personal information and take any complaints we receive about this very seriously. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects how we collect and use personal information. However, we are happy to provide any additional information or explanation needed.

If you want to make a complaint or have any questions, these should be addressed to our Business Operations Manager, Karen Smith by email at karen.smith@opencontracts.co.uk.

Review of this policy

We keep this policy under regular review; it was last updated in May 2018.