

THE BANKS GROUP LIMITED

CUSTOMERS, SUPPLIERS AND VISITORS PRIVACY POLICY

1. INTRODUCTION

1.1 In this Privacy Policy:

- 1.1.1 references to **we, us** or **our** means The Banks Group Limited, a limited company registered in England (company number: 02267400), whose registered office is Inkerman House, St John's Road, Meadowfield, Durham, County Durham, DH7 8XL which is part of a group of companies (the **Banks Group**) and who operates from the address shown in the **How to contact us** section below. Your personal information will be held by The Banks Group Limited and it will be shared with other companies within the Banks Group;
- 1.1.2 references to **you** or **your** means any individuals who:
- (a) are employed or engaged by a Customer or who is a Customer (as defined below);
 - (b) are employed by or engaged by a Supplier or who is a Supplier (as defined below); or
 - (c) are a Visitor (as defined below)
- 1.1.3 and who visits our Websites (defined below) or any of our Banks Sites or Related Premises (as also defined below) or contacts us in their capacity as a Customer, Supplier or Visitor;
- 1.1.4 references to **Banks Sites or Related Premises** means any of the offices, sites or facilities that we operate from as a business or which we are mining or developing or working on in order to provide our services or any residential dwellings belonging to any of senior management team of the Company;
- 1.1.5 references to **Customer** or **Customers** means any:
- (a) entity buying or enquiring about the our mining operations, the energy products we mine or develop, the properties we develop or the services we sell; or
 - (b) individual who buys or makes enquiries about our mining operations, the energy products we mine or develop, the properties we develop or the services we sell;
- 1.1.6 references to **Job Applicants** means any individuals uploading their Curriculum Vitae on the www.banksgroup.co.uk website;
- 1.1.7 references to **Supplier** or **Suppliers** means any:
- (a) entity who wishes to supply us or who is a supplier of goods and services to us that we need to carry out our business operations;
 - (b) individual who wishes to supply us or who is a supplier of goods and services to us that we need to carry out our business operations;

- 1.1.8 references to **Visitor** means any individual who is not a Customer or a Supplier and who makes either an authorised or unauthorised visit(s) to any Banks Sites or [Related] Premises and **authorised** in this context means anyone who has permission to, or whose presence on any Banks Sites or Related Premises is authorised by any member of the Banks Group and **unauthorised** in this context means anyone who, has no authority, permission or right to access any Banks Sites or Related Premises from any member of the Banks Group; and
- 1.1.9 references to Websites means the websites found at [www.banksgroup.co.uk] and www.banksplantsolutions.co.uk (as may be amended by us from time to time).

2. PRIVACY POLICY

- 2.1 This privacy policy (together with any other documents referred to on it) sets out the basis on which we collect and use personal information about you:-
- 2.1.1 when we speak to you on the telephone;
- 2.1.2 through your use of the Websites;
- 2.1.3 through email and other forms of correspondence; or
- 2.1.4 when you visit any Banks Sites or Related Premises.
- 2.2 This Privacy Policy describes in detail who is responsible for the personal information that we collect about you, the nature of the personal information we collect and how we will use it. We will also set out who we disclose it to and your rights and choices in relation to your personal information.
- 2.3 In this Privacy Policy where we use the words **personal information** we use these words to describe information that is about you and which identifies you and other individuals such as where you are a sole trader, your employees.
- 2.4 You have the **right to object** to our use of your personal information in certain circumstances. Please see the **Your rights** section below for a summary of your right to object (along with your other rights under data protection law) and the details of who to contact if you want to exercise them. Please see the **How to contact us** section if you need to get in touch.
- 2.5 Our Website is not intended for children and we do not knowingly collect personal information relating to children.

3. WHO IS RESPONSIBLE FOR THE PERSONAL INFORMATION THAT WE COLLECT?

- 3.1 We are the data **controller** for the purpose of data protection law, in respect of your personal information collected and used in our dealings with you, through your use of the Websites, in our dealings with you and when you visit any Banks Sites or Related Premises.
- 3.2 This is because we dictate the purpose for which your personal information is used and how we use your personal information.

4. WHAT PERSONAL INFORMATION DO WE HOLD ABOUT YOU?

- 4.1 We collect and use personal information about you in the course of providing you with our services, with the Websites, when we supply you with goods and services, when you visit any Banks Sites or Related Premises and you provide us with your personal information. We may also collect certain personal information from you via our Websites or when you choose to interact with us. The personal information we collect includes:
- 4.2 **Information you provide to us**



The information you provide to us may include:

TYPE OF PERSONAL INFORMATION	EXAMPLES
General	
Contact information.	Name, title, address, email address and telephone number.
Log in details.	Username and account number for access to Websites and systems provided under our contract with you or the Customer.
Telephone recordings.	Recordings of telephone calls with our representatives and call centres.
Register to use our online services.	Username and account number for access to our Websites.
Details of complaints and compliments you or your employer make.	Name, address, e-mail address or telephone number, details about the service you received/your experience.
Financial	
Financial information and account details.	Details regarding services purchased, price, payment method and other financial account details.
Marketing Preferences	
Information about you enabling us to provide you with relevant material and details about us and what we do.	Contact information that is collected about you. This information may also be collected over the telephone, from our Websites or from you in person.
Marketing preferences, marketing activities and feedback.	Marketing preferences, or responses to voluntary satisfaction surveys. To improve our marketing communications, we may collect information about interaction with, and responses to, our marketing communications.
Other	
Curriculum Vitae relating to previous employment experiences and personal information about you.	Personal information about your previous employment history and experiences and personal information about you such as your hobbies and interests.
CCTV footage.	Images captured on CCTV if you visit any Banks Sites or Related Premises.
Footage from vehicle cameras on any of our vehicles on any Banks Sites or [Related] Premises.	Images captured on vehicle cameras if you visit any Banks Sites or Related Premises.

TYPE OF PERSONAL INFORMATION	EXAMPLES
Footage and audio information recorded by body cameras worn by our staff and or security personnel who are carrying out security patrolling on any Banks Sites or Related Premises.	Images and audio recordings captured by body cameras worn by our staff and or security personnel who are carrying out security patrolling on any Banks Sites or Related Premises.
Satisfaction/feedback surveys.	Your views and opinions about how we are performing (for example, in relation to how we operate our open mines or our properties) or your visit to any Banks Sites or Related Premises as well as your views about the Websites.
Technical Information.	Technical Information from any device you use to access our Websites, such as your mail address, your network information which is information from your device such as your IP addresses, internet service providers, location information and device information.
Through our use of cookies on our Websites.	<p>Cookies are pieces of information stored directly on the device you are using. Cookies allow us to recognise your device and to collect information such as internet browser type, time spent using the Websites and pages visited.</p> <p>Please see our Cookies Policy which can be accessed here https://www.banksgroup.co.uk/privacy-cookies/ for further details on how we use cookies on our Websites.</p>

This includes information you provide:

- a) when you fill in forms for us and submit an enquiry, or those on the Websites or using other systems which we provide to you or the Customer or Supplier;
- b) when you attend an event;
- c) when you are a Visitor, we will ask for your name and telephone number and details of the corporate entity that you represent and your car registration number, where applicable;
- d) when you are a Visitor if we ask you to confirm your identity;
- e) when you are a Visitor to enable us to meet our legal obligations in relation to the health and safety of Visitors or to report a crime or the commission of a trespass against us;
- f) if you have been deemed to have committed the tort of trespass against us or a crime and we wish to investigate the matter;
- g) as a Job Applicant when you upload your Curriculum Vitae on the Websites as part of a job application process;
- h) we may also record calls between us for training, monitoring and quality control purposes;

- i) when you engage with us in relation to the provision of mining services, the energy products that we mine or develop, or in relation to the properties we develop or the services we sell; and
- j) any technical information (including your login information for the Websites and, to the extent that they constitute personal information, the IP address you use to connect your device to the Internet and the browser type and version you use on your device).

4.3 Information we receive from other sources and or publicly available sources such as:

- a) We may collect personal information from publicly available sources such as Facebook, Instagram, LinkedIn and Twitter, including your name, role and business contact detail.
- b) When we carry out a credit check on Customers, we may receive personal information from the provider of these checks such as the names of directors, their addresses and details of previous roles they have held. No credit checks will be undertaken on you individually.
- c) Information (such as your image) collected via CCTV installed at any of our Banks Sites or Related Premises or around the perimeter of our Banks Sites or Related Premises or which is worn by our members of staff or security personnel when using body worn cameras. This information will include CCTV footage and visual images and audio recordings from body worn cameras. This information is collected for health and safety purposes as well as in relation to the prevention and detection of crime or in relation to trespass. We store this information on average for a period of 30 days before it is deleted (unless it is required for health and safety purposes or for the investigation or prosecution of a crime or allegation of trespass). We will only disclose CCTV footage or visual images and audio recordings obtained from body cameras worn by staff or our security personnel, with third parties where required by law to help prevent or detect a crime or the commission of a trespass against us.
- d) Where you are an unauthorised Visitor we may also collect information (such as your image) from social media footage provided by members of our staff or security personnel that has been captured on their own personal devices and submitted to us in response to your unauthorised access or threatened unauthorised access to any of our Banks Sites or Related Premises or the alleged commission of a crime or trespass against us. Personal information that is collected in this way will be held on average for 30 days (unless it is required for the investigation or prosecution purposes).
- e) National and local press coverage on any unauthorised visits, gatherings and events at any of our Banks Sites or Related Premises.

We collect identity and contact information about you from the above, and any other available sources (as updated from time to time).

5. INFORMATION ABOUT THIRD PARTIES

- 5.1 In the course of enquiring about our mining services or the energy products that we mine or develop, or the properties we develop and the services we sell, or when providing us with goods or services for our business needs, using the Websites and where you are a Job Applicant, providing information in your CV, visiting any Banks Sites or Related Premises as a Visitor, you may provide us with personal information relating to third parties. For example you may provide us with the name and contact details of your employees or next of kin.
- 5.2 We will use this personal information in accordance with this Privacy Policy. If you are providing personal information to us relating to a third party, you confirm that you have the consent of the third party or are otherwise permitted to share such personal information with us and that you have made the information in this Privacy Policy available to the third party.

6. HOW DO WE USE THE PERSONAL INFORMATION WE COLLECT ABOUT YOU?

- 6.1 We use your personal information to manage our relationship with you, in connection with the provision of the Websites and to supply mining services or the energy products that we mine or develop, or in relation to the properties we develop or the other services we sell to you, to make enquires and obtain supplies for our business from you, to assist you and ensure that we meet our legal obligations when you visit any Banks Sites or Related Premises (as the case may be). Under data protection law we can only use your personal information if we have a proper reason to do so (this is also known as a legal basis). Examples of where we have a legal basis include when:
- 6.1.1 we have your **consent**;
 - 6.1.2 it is **necessary to enter into or perform a contract** with you or your employer where you are acting on behalf of a corporate entity (or to take steps at your request prior to entering into that contract);
 - 6.1.3 it is necessary to comply with a **legal obligation**;
 - 6.1.4 it is necessary in order to **protect your vital interests** or
 - 6.1.5 it is in our legitimate interests.
- 6.2 Where we rely on our **legitimate interests** we mean our:
- 6.2.1 pursuit of our commercial activities and objectives, or those of a third party;
 - 6.2.2 compliance with applicable legal and regulatory obligations and any codes of conduct;
 - 6.2.3 improvement and development of our business operations and service offering, or those of a third party; or
 - 6.2.4 protection of our business, shareholders, employees and customers, or those of a third party.
- 6.3 We have set out the main reasons for using your personal information in the table below under the heading **Legal Basis**. Where we rely on our legitimate interests, we have set out those interests in the table below.
- 6.4 You have the **right to object** to our use of your personal information at any time. Please see the **Your rights** section below for a summary of your right to object and the details of who to contact if you want to exercise them. Please see the **How to contact us** section below if you need to get in touch.

Purpose	Legal Basis
To communicate with you and other individuals.	<p>Legitimate interests. We require your personal information in order to enable us to manage and carry out our operations as a business.</p> <p>Necessary to enter into or perform a contract we have with you. This will only be applicable if you are a sole trader who is supplying us or who we are providing services to.</p> <p>Consent.</p>

Purpose	Legal Basis
To carry out our obligations arising from any contracts entered into between you and us or in preparation of entering into a contract with you or the Supplier or Customer.	<p>Legitimate interests. It is in our legitimate interest to comply with the terms of a contract we have in place with a Supplier or Customer.</p> <p>Performance of a contract we have with you. This will only be applicable if you are a sole trader who is supplying us with goods or who are providing services to us.</p>
To manage complaints, feedback and queries and provide customer support.	<p>Legitimate interests. We require your personal information in order to enable us to manage and carry out our operations as a business and deal with any queries.</p>
To improve the quality of the Websites and your experience using the Websites.	<p>Legitimate interests. We require your personal information to enhance, modify and personalise the Websites and your or your employer's general experience for your benefit or the benefit of the Supplier or Customer as applicable.</p>
To comply with any legal or regulatory obligations (including in connection with a court order or requests for information from the Crown Prosecution Service).	<p>Necessary for compliance with a legal obligation to which we are subject.</p>
To provide you with information about the mining services we provide, the energy products that we mine or develop, or in relation to the properties we develop or the services we offer (including newsletters and details of any events we offer and which we believe may be of interest to you or your employer) in accordance with any specified preferences.	<p>Legitimate interests. We require your personal information to enable us to manage and carry out our operations as a business.</p> <p>Consent.</p>
CCTV recordings in the UK captured by equipment in any Banks Sites or Related Premises or around the perimeter of any Banks Sites or Related Premises which are used for the purposes of public and staff safety and crime detection and prevention, trespass detection and prevention and to manage any complaints that may arise. .	<p>Legitimate interests: We require your personal information in order to assist us with public and staff safety, crime prevention and detection or the commission of a trespass against us and to manage our and your work activities or those of your employer.</p>
Visual images and audio recordings recorded on body cameras which are sometimes worn by staff and or our security personnel for the purposes of public and staff safety and crime detection and prevention, trespass detection and prevention and to manage any complaints that may arise.	<p>Legitimate interests: We require your personal information in order to assist us with public and staff safety, crime prevention and detection or the commission of a trespass against us and to manage our and your work activities or those of your employer.</p>

Purpose	Legal Basis
To engage with you via social media or to follow your public posts on social media.	Legitimate interests. We require your personal information in order to enable us to manage and carry out our operations as a business. Consent.
To analyse and improve how we run our business and to evaluate and develop our business.	Legitimate interests. We require your personal information in order to enable us to manage and carry out our operations as a business.
To undertake security monitoring against email traffic to detect, investigate and resolve cyber security threats.	Legitimate interests. We require your personal information in order to enable us to protect, manage and carry out our operations as a business securely.
To protect against fraud or other criminal activity, as well as dealing with Government authorities/law enforcement agencies.	Necessary for compliance with a legal obligation to which we are subject. Legitimate interests. We require your personal information in order to enable us protect us against conduct or reputational issues and to manage and carry out our operations as a business.
To carry out credit reference checks on the Customer or Suppliers.	Legitimate interests: We undertake these checks to certify and assess your financial standing to ensure we receive payment for the provision of our goods and services.
To provide you with access to our corporate Wi-Fi when you visit any of Banks Sites or Related Premises.	Legitimate Interests. We require your personal information in order to enable us to provide you with an access point to our corporate Wi-Fi and to enable us to manage and carry out our operations as a business.
To enable us to deal with any operational issues or problems or queries from third parties that may arise following an unauthorised visit by a Visitor which may or may not involve alleged criminal activity or trespass against us.	Necessary for compliance with a legal obligation to which we are subject. Legitimate interests. We require your personal information in order to enable us protect us against conduct or reputational issues and to manage and carry out our operations as a business

- 6.5 Where we process your personal information on the legal basis of our **legitimate interests** (as set out in the table above), we have carefully considered and assessed your rights and freedoms which require protection of your personal information in respect of each specific purpose. Having undertaken this assessment, we have determined that our legitimate interests are not overridden by your rights under data protection laws. If you would like further information about how we have balanced your rights and freedoms against our legitimate interests, please get in touch using the details at the **How to contact us** section below.
- 6.6 We may be required to obtain your personal information to comply with our legal requirements, to enable us to fulfil the terms of our contract with you or in preparation of us entering into a contract with you. If you do not provide the relevant personal information to us, we will not be able to provide the goods or services to you, or to arrange payments.

6.7 If you wish to change your marketing preferences and you do not wish to hear from us, please let us know by contacting us on the details provided in the 'How to Contact Us' section below.

7. WHAT SENSITIVE PERSONAL INFORMATION DO WE HOLD ABOUT YOU?

7.1 We may also collect certain sensitive personal information (including any special categories of personal data) from you. This may include information concerning your current physical medical condition or disability information and information relating to criminal convictions and offences for example if you are accused of, or are found guilty of committing a trespass against us or a crime.

7.2 When we process your sensitive personal information, we will rely on either of the following legal bases:

- a) your explicit **consent**; or
- b) one or more of the other legal bases set out in the table above and the use is **necessary for the establishment, exercise or defence of legal claims, or whenever courts are acting in their judicial capacity** (for example, when a court issues a court order requiring the processing of your sensitive personal information); or
- c) one or more of the other legal bases set out in the table above and the use is necessary in **preventing or detecting unlawful acts and processing legal claims**.

8. WHO MAY WE DISCLOSE YOUR PERSONAL INFORMATION TO?

8.1 You agree that we may share your personal information with:

TYPE OF THIRD PARTY	EXAMPLES
General	
Our group companies.	Other companies and entities that are part of the Banks Group.
Our service providers.	<p>Our business partners, suppliers and sub-contractors for the performance of any contract we enter into with you for example:</p> <ul style="list-style-type: none"> ○ Inspired Agency for tracking website use and they have access to information that is submitted to us via the Websites; ○ our IT systems providers; and ○ Microsoft Azure for Office 365 data, OneDrive and SharePoint and Mimecast for Cloud email, comprise our IT cloud services solutions. <p>A current list of all these third party service providers with whom we share your personal information can be provided to you on request using the details at the 'How to Contact Us' section below.</p>
Our professional advisers.	Including accountants, lawyers and other professional advisers that assist us in carrying out our business activities, a current list of these third parties can be provided to you on request using the details at the ' How to Contact Us ' section below.

TYPE OF THIRD PARTY	EXAMPLES
Our professional security agency.	The Steadfast Security who are part of the Steadfast Security Group Limited (CRN 07049980) and who provide security surveillance systems, security guards/personnel and support services for the Banks Group.
External agencies and organisations.	External agencies and organisations (such as the relevant local authority, the UK Visas and Immigration department and other law enforcement agencies) for the purpose of complying with applicable legal and regulatory obligations.
The Police and other law enforcements bodies.	We may disclose your personal information to various police forces in the UK such as Northumbria Police, Durham Constabulary and the Metropolitan Police Force where we suspect that a crime or a trespass may have been committed against us or our Customers or we reasonably believe, may be committed against us.
Regulatory authorities, government agencies or law enforcement bodies.	We may disclose your personal information where these bodies have jurisdiction over our activities.
Other third parties.	We may share personal information with credit check providers such as Graydon UK Limited, 2 nd Floor, Hygeia Building, 66 College Road, Harrow, Middlesex, HA1 1BE.

8.2 We will also disclose your personal information to other third parties, for example:

- 8.2.1 in the event that we sell or buy any business or assets (including the property at which you reside), we will disclose your personal information to the prospective seller or buyer of such business or assets;
- 8.2.2 if we or substantially all of our assets are acquired by a third party (or are subject to a reorganisation within our corporate group), personal information held by us will be one of the transferred assets; and
- 8.2.3 if we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or in order to enforce or apply our legal rights under any contract we have with you.

8.3 For a full list of the third parties with whom your particular personal information may be shared, please contact us using the details at the **'How to Contact Us'** section below.

9. SHARING WITH THIRD PARTIES AND COMPANIES WITHIN THE BANKS GROUP

9.1 Where we act as an independent controller of your personal information we will use your personal information for our own purposes. Sometimes third parties and other companies in the Group will act as controllers of your personal information that we collect. This is where they determine the purposes and means of processing your personal information.

9.2 They will use your personal information for their own legitimate purposes and in the case of third parties such as the Police or the Courts as described in their applicable privacy notices and in the case of other companies in the Banks Group, as described in this privacy notice.

10. WHERE WILL WE TRANSFER YOUR PERSONAL INFORMATION?

- 10.1 We will process your personal information within the UK and in the United States.
- 10.2 When we transfer personal information outside the UK and the EEA, we will implement appropriate and suitable safeguards to ensure that such data will be protected as required by applicable data protection law, for example we will seek to anonymise it. If we can't anonymise your personal information, we will take reasonable steps to ensure that your personal information is protected. To do this we may use a set of standard data protection clauses which have been approved by the European Commission in accordance with Article 46 of the GDPR. Where personal information is transferred to the United States we may also rely on the Privacy Shield. For further information as to the safeguards we implement and to obtain a copy please contact us using the details at the **How to contact us** section below.
- 10.3 Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to us and any transmission is at your own risk. Once we have received your personal information, we will use strict procedures and security features to try to prevent unauthorised access.

11. HOW LONG WILL WE KEEP YOUR PERSONAL INFORMATION FOR?

- 11.1 We will retain your personal information for no longer than is necessary for the purposes for which the personal information are processed. The length of time we hold on to your personal information will vary according to what that information is and the reason for which it is being processed.
- 11.2 To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means. We also consider any applicable legal, regulatory, tax, accounting or other requirements which may specify how long we should retain your personal information for.
- 11.3 Personal information held on our IT systems may be held on back-up systems for up to 7 years and will be put beyond use during this time.
- 11.4 Subject to the above, personal information about our customers will be retained by us for seven years from the date of your communication with us to allow us to:
- 11.4.1 respond to any queries or complaints you may have; and
 - 11.4.2 fulfil our obligations to the relevant tax authorities depending on where you are resident and other relevant governing bodies
- 11.5 CCTV footage and images (including audio recordings) obtained via body cameras worn by our staff and security personnel are retained in accordance with the retention periods in paragraph 4.3 above.
- 11.6 For further information about how long we keep your Personal Information, please get in touch using the details at the **How to contact us** section below.

12. DATA SECURITY

- 12.1 We will seek to put in place appropriate security measures to guard against your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process

your personal information on our instructions and they are subject to a duty of confidentiality. For further information about these measures, please contact us using the details at section 16 below.

- 12.2 We have also put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

13. YOUR RIGHTS

You have certain rights with respect to your personal information. The rights will only apply in certain circumstances and are subject to certain exemptions. Please see the table below for a summary of your rights and who to contact to exercise them.

	SUMMARY OF YOUR RIGHTS
Right of access to your personal information	You have the right to receive a copy of your personal information that we hold about you and information about how we use it, subject to certain exemptions.
Right to rectify your personal information	You have the right to ask us to correct your personal information that we hold where it is incorrect or incomplete.
Right to erasure of your personal information	You have the right to ask that your personal information be deleted in certain circumstances. For example: <ul style="list-style-type: none"> • where your personal information is no longer necessary in relation to the purposes for which they were collected or otherwise used; • if you withdraw your consent and there is no other legal ground for which we rely on for the continued use of your personal information; • if you object to the use of your personal information (as set out below); • if we have used your personal information unlawfully; or • if your personal information needs to be erased to comply with a legal obligation.
Right to restrict the use of your personal information	You have the right to suspend our use of your personal information in certain circumstances. For example: <ul style="list-style-type: none"> • where you think your personal information is inaccurate but only for so long as is required for us to verify the accuracy of your personal information; • the use of your personal information is unlawful and you oppose the erasure of your personal information and request that it is suspended instead; • we no longer need your personal information, but your personal information is required by you for the establishment, exercise or defence of legal claims; or

	SUMMARY OF YOUR RIGHTS
	<ul style="list-style-type: none"> you have objected to the use of your personal information and we are verifying whether our grounds for the use of your personal information override your objection.
Right to data portability	<p>You have the right to obtain your personal information in a structured, commonly used and machine-readable format and for it to be transferred to another organisation, where it is technically feasible.</p> <p>The right only applies:</p> <ul style="list-style-type: none"> to personal information you provided to us; where we rely on the following legal bases: <ul style="list-style-type: none"> consent; or for the performance of a contract; and when the use of your personal information is carried out by automated (i.e. electronic) means.
Right to object to the use of your personal information (including to object to direct marketing, automated decision making and profiling)	<p>You have the right to object to the use of your personal information in certain circumstances and subject to certain exemptions. For example:</p> <ul style="list-style-type: none"> where you have grounds relating to your particular situation and we use your personal information for our legitimate interests (or those of a third party); if you object to the use of your personal information for direct marketing purposes; and where we use your personal information to take a decision which is based solely on automated processing where that decision produces a legal effect or otherwise significantly affects you.
Right to withdraw consent	<p>You have the right to withdraw your consent at any time where we rely on consent to use your personal information.</p>
Right to complain to the relevant data protection authority	<p>If you think that we have processed your personal information in a manner that is not in accordance with data protection law, you can make a complaint to the data protection regulator. In the UK this is the Information Commissioner's Office (ICO) and they can be contacted on 0303 123 1113 or please see www.ico.org.uk. If you live or work in an EEA member state, you may complain to the regulator in that state.</p>

14. HOW TO COMPLAIN

- 14.1 If you think there is a problem with how your personal information is being handled, please contact us by using the contact details below.

- 14.2 You also have the right to complain to the Information Commissioner's Office who can be contacted on 0303 123 1113. Please also see www.ico.org.uk.

15. CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, we will give you reasonable notice of any changes.

16. HOW TO CONTACT US

- 16.1 If you have any questions regarding this Privacy Policy or the way we use your personal information, you can contact us by:

16.1.1 telephone on 0191 378 6103 ;

16.1.2 email at sara.whittaker@banksgroup.co.uk; or

16.1.3 post at:

Sara Whittaker, Data Protection Officer,

The Banks Group,

Inkerman House,

St John's Road, Meadowfield Industrial Estate,

Durham,

DH7 8XL

This Privacy Policy was last updated on 22 July 2020.