



TRUSTMARK
Government Endorsed Quality

Data Warehouse & Property Hub

Privacy Notice v1.4

Privacy Notice

This privacy notice is issued by TrustMark (2005) Limited (collectively referred to as “we”; “us” and “our”) and relates to our use of any personal data, concerning you, (referred to as “Personal Data”) collected or received by us where you are the owner or occupier of a property that has had work carried out by a TrustMark Registered Business

We respect your privacy rights and your rights as a data subject. We will manage and protect your Personal Data accordingly whilst it is in our hands in accordance with all applicable data protection legislation and in accordance with this notice.

We keep our privacy notice under regular review to make sure it is up to date and accurate.

Who is the data controller?

We are registered with the Information Commissioner’s Office, as a data controller, under the registration number of ZA460481. We can be contacted at the following address:

TrustMark (2005) Limited
Arena Business Centre
The Square
Basing View
Basingstoke
Hampshire
RG21 4EB

We use data processors who are third parties who provide elements of services for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do so. They may share your Personal Data with their sub-contractors for fulfilling their contracts with us and are required to ensure that your Personal Data is only used for the purpose of providing services to TrustMark.

What is the purpose of data processing?

As operator of the Government endorsed quality scheme, we are required to process your Personal Data and data in relation to the property you own and/or occupy in order to ensure quality of home improvements as well as related consumer protection.

The legal basis for processing your Personal Data are as follows:

- Processing your Personal Data is necessary in pursuit of our legitimate interests, and the interests of members of the scheme and interests of users of our services.

- Processing your Personal Data is necessary for the performance of your contract with a TrustMark registered business or where a TrustMark registered business has carried out work on a premises owned or occupied by you.
- Processing your Personal Data is necessary for us to comply with a legal obligation to which we are subject; for example, where we are subject to a court order to provide your personal information

The services within which your Personal Data and non-personal data relating to the property which you own and/or occupy may be used include:

1. Consumer Services

- Providing consumer advice and support
- Handling consumer complaints
- Producing the Property Hub to form a dwelling profile
- Contributing to property passports and log books
- Information to aid property transactions
- Information to aid home improvements

2. Professional and Trades Services

Planning

- Trades delivering services (e.g. building, plumbing, electrical and energy efficiency services, etc)
- Professional services (e.g. assessment, design, project management, architects, legal)

Project on-site trades

- Installation, maintenance, servicing
- Testing, commissioning and evaluation

Post project trades and services

- Quality assurance and monitoring purposes
- Rectification of defective work
- Local Government buildings services
- Regulators and Government agencies/departments
- Reporting of poor practice and safety concerns
- BEIS evaluation

3. Public Interest Statistics and Reports

- The production of various reports to help inform National and Regional Policy
- To support industry insights into energy efficiency and Net Zero delivery

4. Compliance

- Funding parties and Energy Suppliers
- Quality Assurance risk profiles

5. General

- To support monitor of adequate uptake of net zero retrofit
- Supply chain capture

Your Personal Data will not be used by us for the purposes of any automated decision-making or profiling.

Where did we receive your data from?

Your Personal Data and data relating to the property you own and/or occupy is collected and submitted to us by TrustMark registered businesses, tradespersons or professionals who are engaged with work on your property, or by other relevant parties in the supply chain who are TrustMark registered.

Non-personal data relating to the property you own or occupy may be provided by various sources whom TrustMark determine can provide information about your property.

We also collect and process your Personal Data where you;

- choose to create an account with TrustMark via our website;
- contact us directly using email, phone or via postal services.

What types of Personal Data do we process?

The Personal Data we hold is limited to:

- i. Name;
- ii. Address;
- iii. Email;
- iv. Telephone number;
- v. Relationship to property;
- vi. Property address;
- vii. Installation and planning documentation and financial protection information which may contain your Personal Data; and
- viii. Any information included within consumer interactions with TrustMark and TrustMark systems.

We do not hold or process special categories of Personal Data (being data relating to your racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; sex life or orientation; genetic data; biometric data; disability; or data relating to any criminal convictions or offences).

Will third parties receive your data? What are their interests?

Yes, third parties may receive your Personal Data and data about your property but Personal Data will only be shared where necessary. The third parties we may share your data with are:

- i. Quality Assurance providers for making appointments to review installation work;
- ii. Government agencies and building services as regards consumer funding applications or property performance and characteristics;

- iii. Supply chain parties engaged by your installer or representative to ensure that advice, design and installation practices are appropriate for your property;
- iv. Academic or research organisations with a legitimate interest in property performance characteristics;
- v. Authorities appointed by law, government appointed bodies, agencies, regulators and departments;
- vi. Auditors appointed by us or by any party for whom we perform a contractual service
- vii. Funding organisations for the purpose of ensuring that the work funded has been undertaken by TrustMark; and
- viii. Third parties engaged by us to process, handle, store, translate or transmit your Personal Data on our behalf.

We will not share your information with any third parties for the purposes of direct marketing.

How long will we keep your data?

Retention period for the data is dictated by the lifetime of the related property. Where it is possible to do so, we will cease processing once it is no longer required for fulfilment of any guarantees, warranties or contractual or legal obligation to the TrustMark registered businesses, homeowner or occupier.

Where will your data be held?

TrustMark stores your Personal Data on secure servers within the UK and in accordance with the requirements of the General Data Protection Regulation and the Data Protection Act (2018).

What are your rights to the data?

Right of Subject Access

You can request details of all Personal Data we hold about you by submitting a subject access request to Data Protection, at the address provided above or by emailing dataprotection@trustmark.org.uk.

We aim to comply with such a request from you within one month of the request being made. Where we cannot provide you with this information within one month; we shall inform you of this and provide the reasons why this cannot be achieved; at which point, we shall have a total of 3 months to comply with this request.

In the normal course of business, we shall not charge a fee for a subject access request. However, if you make a subject access request that is of a manifestly unfounded, repetitive or excessive nature, we reserve the right to charge a fee of £10 per request.

Right of Rectification

If your Personal Data is incorrect; you have the right to have this rectified by us. If any of your Personal Data is incorrect, please write to "Data Protection" at the address provided above [or by emailing dataprotection@trustmark.org.uk](mailto:dataprotection@trustmark.org.uk). We shall not charge a fee for your Personal Data to be rectified.

Right of Objection

You have the right to object to our processing of your Personal Data. Please note, that where we require to continue to process your data for reasons such as the defence of legal claims, we shall not be required to cease processing your Personal Data. If you wish to object to us processing your Personal Data, please write to our "Data Protection" at the address provided above [or by emailing dataprotection@trustmark.org.uk](mailto:dataprotection@trustmark.org.uk).

Right of Erasure

You have the right to request that we delete your Personal Data provided that; we no longer require your Personal Data; or there is no legitimate legal basis for us to process your Personal Data; or we have unlawfully processed your Personal Data; or the Personal Data must be erased in order to comply with the law.

If you have grounds to request that we delete your Personal Data -and you wish to do so- please write to "Data Protection" at the address provided above or by emailing dataprotection@trustmark.org.uk. We shall not charge a fee for your Personal Data to be deleted from our databases.

Can a complaint be made?

If you have any complaints about how we process your Personal Data; please contact us at the address provided above or by emailing dataprotection@trustmark.org.uk.

If we are unable to resolve your complaint: You have the right to make a complaint to the Information Commissioner's Office if you believe that your information has been mishandled by us. The Information Commissioner's Office can be contacted as follows:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113