

Data Privacy Notice

The purpose of this notice is to inform you how we manage and process your personal data in compliance with General Data Protection Regulations (GDPR) and in accordance with our stated [Privacy Statement](#).

FOR INDIVIDUALS EMPLOYED BY MEMBER BUSINESSES AND ORGANISATIONS ALONG WITH INDUSTRY STAKEHOLDERS

The APHC group of companies¹ (APHC) operates a 'legitimate interest' approach in processing the personal data that it receives from member businesses and organisations, along with industry stakeholders (including journalists and media representatives) to administer service provision, surveys and information deemed relevant.

This includes but is not restricted to the following areas:

- Building Regulation and Gas Appliance Notifications Activity, including Engineer/Installer and Homeowner Information
- Certification and Qualifications of Operatives
- Business Certification Scheme and Quality Management Information, including Insurances
- Technical Services
- Health & Safety
- Commercial Activity and Contracts
- Complaints
- Apprenticeships, Qualifications and Training
- Employee Relations
- Energy/Environment
- Regulation, Legislation, Code of Practice and Industry Standards Updates
- APHC Magazine, Hot & Cold
- APHC Offers4U
- Commercial Offers and Discounts
- Industry Events
- General Member Updates.

Additionally, the 'legitimate interest' approach is operated in the processing and distribution of personal data of designated APHC officials, staff members, sub-contractors and other relevant industry stakeholders in order to administer the service provision.

Without the ability to process your Personal Data, APHC is unable to arrange or administer the 'paid for' and subscribed services and informational expectations that are offered as part of membership status, certification scheme member status (CPS, MCS, GDIS), supplier member status, training provider member status or industry stakeholder engagement.

Individuals are able to opt-out of receiving any specific type of communication at any time by speaking to Member Support on 0121 711 5030 or emailing info@aphc.co.uk.

If you have not directly provided your personal data to us, it may have been disclosed (or approved) to APHC by your employer, or a designated participant (usually termed the Nominated Representative) during the process of joining APHC or being recognised as an industry stakeholder.

When personal data has been disclosed to APHC in this way your employer is responsible for ensuring that you have been informed of how your data will be used.

By registering or allowing the registration of your personal data with us, either personally or by a designated company participant either through our website or in any other way, you agree to us processing your personal data for specific purposes, including the areas already outlined in this policy.

To arrange and administer your membership or industry stakeholder needs, we will disclose some or all your Personal Data to APHC Ltd and its subsidiaries, auditors and service providers.

When your Personal Data is transferred to third parties it will be done so in a secure electronic manner using encrypted files. APHC will not share your Personal Data outside the European Union. Where your Personal Data is shared for hosting purposes with third parties, such as service providers, APHC have reviewed and ensured that the relevant privacy policies are in line with our own.

We will on occasion use your contact details to keep you informed by post, email or telephone of our additional products or services and any development of these which may be of interest to you. Please note that these details may continue to be used after your member business or organisation or industry stakeholder status has ceased, unless notified by the relevant party or yourself. If you do not wish your contact details to be used for marketing purposes as set out above, please email us at info@aphc.co.uk or write to us at the address provided at the end of this Notice.

FOR INDIVIDUALS EMPLOYED BY NON-MEMBER OR NON-ASSOCIATE BUSINESSES OR ORGANISATIONS AND OTHER NON-INDUSTRY RELATED INDIVIDUALS

APHC operates an 'explicit consent' approach to the processing of the personal data it receives from individuals employed by non-member or organisations and individuals that are not deemed as relevant industry stakeholders.

This typically applies to those individuals that have expressed an interest in finding out about membership or associate status of APHC or have submitted any other enquiry to APHC including training courses, complaints, or have had their details passed on as part of a notification request or copy certification request.

This means that we will not subscribe such individuals to receive any types of promotional communication unless they have voluntarily given their consent to receive updates from APHC at the time when the leads/enquiry is submitted.

Once consent is given individuals can opt-out from receiving further communication at any time.

Direct communication from designated individuals from APHC to progress a lead enquiry will occur independently from promotional marketing activity until the lead/enquiry has been converted or alternatively the lead subject has advised that they are no longer interested in APHC membership.

OUR DATA PROMISE

APHC will never sell your data and your details will be kept safe and secure at all times when it is within our servers. As with all data communications through the internet, where your Personal Data has been sent electronically to any third party, APHC cannot provide complete guarantees that it will remain secure, although we will take all appropriate steps to minimise risk.

Your Personal Data will not be used for unrelated profiling by APHC.

Your Personal Data will be retained in accordance with our Data Retention Policy. This Policy considers the purpose for which the data was collected, legal and regulatory requirements for retaining certain types of data and the reasonable record keeping requirements of APHC.

Under the General Data Protection Regulation (GDPR), you have the following rights in respect of your Personal Data that APHC processes:

The Right to be Informed about the collection and use of your Personal Data.

The Right to Access your Personal Data and supplementary information, including how it is being used.

The Right to Rectification of inaccurate or incomplete Personal Data.

The Right to Erasure of your Personal Data in certain circumstances.

The Right to Restrict Processing of your Personal Data in certain circumstances.

The Right to Data Portability in certain circumstances.

The Right to Object to APHC using your data for specific purposes.

The Right to Information on how your Personal Data is used for profiling purposes.

The Right to bring a complaint about APHC's processing or handling of your Personal Data to the Information Commissioner's Office (ICO). You can do this through the ICO website at <https://ico.org.uk/concerns/>.

If you have any questions about this Data Privacy Notice, or to make any request in accordance with your rights, please email us at info@aphc.co.uk or write to us at the address given below.

APHC will respond to all requests without undue delay and not later than one month after the request has been received. APHC will not charge a fee for responding to any requests in respect of your Personal Data Rights.

APHC Ltd
12 Pavilions
Cranmore Drive
Solihull
B90 4SB

The Data Protection Officer for APHC can be contacted by email at info@aphc.co.uk or by post at the address above.

¹ APHC Group of Companies Includes:

Association of Plumbing and Heating Contractors Limited, Company Number 05302003

Association of Plumbing and Heating Contractors (Certification) Limited, Company Number 02876277

Association of Plumbing and Heating Contractors (Holdings) Limited, Company Number 05302014

Association of Plumbing and Heating Contractors (Training) Limited, Company Number 02765008

² Where notification under Building Regulations, Gas Appliances or Green Deal installations occurs, this information is passed to, and processed by the following organisations in accordance with their Data Protection and Privacy Policies:

- Competent Persons Scheme: Borough IT, the appropriate Local Authority and the Ministry of Housing, Communities & Local Government.
- Green Deal Installer Scheme: Green Deal Oversight & Registration Body.
- Gas Notifications: Capital Gas Registration and Ancillary Services.