

Privacy Notice

Willmatt Lifting Ltd

- Privacy contact: Anthony McColl
- Effective date: 15 September 2026
- Review date: September 2027
- Version: 1.0

1 About this notice

Willmatt Lifting Ltd respects privacy and is committed to protecting personal information. This notice explains what personal information we collect, why we use it, who we may share it with, how long we keep it and the rights available to individuals under UK data protection law.

This notice applies to employees, workers, agency workers, job applicants, contractors, subcontractors, customers, suppliers, website users and other business contacts. Additional information may be provided where a particular activity requires more detail.

2 Who we are

Willmatt Lifting Ltd is the controller of the personal information described in this notice unless we explain otherwise.

- Company number: 15482514
- Registered office: 48 Queensgate House, Exeter, Devon, United Kingdom, EX4 3SR
- Privacy contact: Managing Director

Questions, requests or concerns about personal information may be sent to the Managing Director at the registered office address above or through the Company's usual contact channels.

3 Personal information we collect

The information collected depends on the relationship and activity involved. It may include:

- Identity and contact information, such as name, address, telephone number, email address, date of birth and proof of identity.
- Employment and recruitment information, including applications, employment history, qualifications, references, right-to-work evidence, role, pay, benefits, attendance, performance, training and disciplinary or grievance records.
- Financial and transaction information, including bank details, tax information, invoices, payments and expenses.
- Work and site information, including assignments, qualifications, competency records, licences, access records, timesheets, lifting or project documentation and communications.
- Health and safety information, including incidents, accidents, occupational health information, fitness for work and emergency contacts.
- Business relationship information, including customer, supplier, contractor and professional contact details, contracts, enquiries, correspondence and service history.
- Technical information, such as device, internet protocol address, website usage and security records where collected through our systems or website.
- Images or recordings, such as identification photographs, site security images or meeting recordings where used and appropriately notified.

4 Special category and criminal offence information

Where necessary and lawful, we may process more sensitive information, including health information, racial or ethnic origin, religion or belief, trade union membership, sexual orientation or other special category data. We may also process criminal offence information for recruitment, safeguarding, legal or regulatory purposes where authorised by law.

We use these types of information only where an additional legal condition applies and we maintain appropriate safeguards, including restricted access and relevant policy documentation.

5 How we collect information

We may collect information:

- Directly from the individual through forms, applications, contracts, correspondence, meetings, telephone calls, website enquiries and day-to-day work activities.
- From recruitment agencies, referees, previous employers, training providers, professional bodies and background-check providers where lawful.
- From customers, suppliers, contractors, site operators and other organisations involved in providing or receiving services.
- From public registers and publicly available professional or business sources.
- Automatically through Company systems, access controls, security tools or website technologies where applicable.

6 Why we use personal information

We use personal information where necessary for legitimate and specified purposes, including:

- Recruiting and assessing applicants, checking eligibility to work and entering into employment or service arrangements.
- Managing employees and workers, payroll, benefits, assignments, training, performance, conduct, attendance, health and safety and the ending of working relationships.
- Planning and delivering lifting, recruitment, consultancy and related services.
- Managing customers, suppliers, contractors, enquiries, contracts, invoicing, payments and business communications.
- Maintaining security, preventing fraud, protecting people and property and investigating incidents or concerns.
- Meeting legal, regulatory, tax, employment, equality, health and safety and recordkeeping obligations.
- Establishing, exercising or defending legal claims and obtaining professional advice.
- Improving our services, systems, business operations and workforce arrangements.
- Sending relevant business communications or marketing where lawful, with an opt-out provided where required.

7 Lawful bases

Depending on the purpose, we rely on one or more of the following lawful bases:

- Contract: processing is necessary to enter into or perform a contract with the individual.
- Legal obligation: processing is necessary to comply with a legal duty.
- Legitimate interests: processing is necessary for our legitimate business interests or those of another person, provided the individual's rights do not override those interests.
- Consent: the individual has freely given clear consent and may withdraw it where consent is the basis relied upon.
- Vital interests: processing is necessary to protect someone's life.

For special category information, we also rely on an appropriate condition such as employment and social protection law, occupational health, substantial public interest, legal claims, vital interests or explicit consent where suitable.

8 If information is not provided

Where information is needed by law or to enter into or perform a contract, failure to provide it may prevent us from recruiting an individual, engaging a supplier or contractor, providing services, making payments or meeting legal and safety requirements. We will explain the consequences where relevant.

9 Sharing personal information

We share personal information only where necessary, lawful and proportionate. Recipients may include:

- Customers, principal contractors, site operators and other organisations involved in assignments or service delivery.
- Payroll, pension, benefits, accounting, banking, insurance, occupational health, training, recruitment, IT, hosting, security and professional service providers.
- HM Revenue and Customs, regulators, courts, law enforcement and other public authorities where required or permitted by law.
- Professional advisers, including solicitors, accountants, auditors and insurers.
- A purchaser, investor or adviser involved in a proposed or completed business sale, restructuring or transfer, subject to appropriate safeguards.

Service providers are required to protect information and use it only for authorised purposes. We do not sell personal information.

10 International transfers

Some service providers may process information outside the United Kingdom. Where this occurs, we use an approved legal transfer mechanism and appropriate safeguards, such as adequacy regulations or recognised contractual clauses, together with any additional measures required by law.

11 Data security

We use proportionate organisational and technical measures designed to protect personal information from loss, misuse, unauthorised access, alteration or disclosure. Measures may include access controls, passwords, secure storage, backups, staff guidance, supplier checks and incident-management procedures. Access is limited to people who need the information for an authorised purpose.

12 Retention

We keep personal information only for as long as necessary for the purpose for which it was collected and to meet legal, tax, insurance, contractual, health and safety and claims requirements. Retention periods are determined by:

- The type, sensitivity and volume of information.
- The purpose of processing and whether it can be achieved in another way.
- Applicable statutory, regulatory, contractual and limitation periods.
- The risk of harm arising from unauthorised use or disclosure.

At the end of the applicable period, information is securely deleted, destroyed or anonymised in accordance with the Company's records retention arrangements.

13 Individual rights

Subject to the legal conditions and exemptions, individuals may have the right to:

- Be informed about how their personal information is used.
- Request access to their personal information.
- Request correction of inaccurate or incomplete information.
- Request deletion of information in certain circumstances.
- Request restriction of processing in certain circumstances.
- Object to processing based on legitimate interests or to direct marketing.
- Request transfer of information in a portable format where the right applies.
- Withdraw consent at any time where processing is based on consent, without affecting earlier lawful processing.
- Challenge a decision based solely on automated processing where it produces legal or similarly significant effects.

We do not currently make decisions producing legal or similarly significant effects solely through automated processing. If this changes, relevant individuals will be given the information and safeguards required by law.

14 Making a request

To exercise a data protection right, contact the Managing Director. We may request information to confirm identity and clarify the request. We normally respond within one month, although the law allows an extension for complex or multiple requests. We do not usually charge a fee, but the law permits a reasonable fee or refusal in limited circumstances.

15 Complaints

Please contact the Managing Director first so that we can try to resolve the concern. Individuals also have the right to complain to the Information Commissioner's Office, the United Kingdom's data protection regulator, through www.ico.org.uk or its published contact channels.

16 Website and cookies

Where our website uses cookies or similar technologies, additional information should be provided through an appropriate cookie notice or settings tool. Website users can manage non-essential cookies through the choices made available to them.

17 Changes to this notice

We review this notice periodically and following significant legal, organisational, technological or operational changes. Material changes will be communicated through appropriate channels, such as publication on our website, policy updates, email, induction material or workforce briefings.

18 Related documents

- Data Protection and Records Retention Policy
- Information security and acceptable-use arrangements
- Whistleblowing Policy
- Disciplinary Procedure

19 References

- UK General Data Protection Regulation
- Data Protection Act 2018
- Information Commissioner's Office guidance on transparency and the right to be informed