

GAS SAFE REGISTER

Privacy Policy

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1 Scope

This policy explains the rights of registered businesses and consumers as customers of Gas Safe Register when using our services and tells you what to expect. These rights are set out by the General Data Protection Regulation (GDPR) 2018. Data Protection legislation provides legal rights to living individuals in respect of personal information (personal data or sensitive personal data) which is collected and processed about them to give them some control over the information. It is important that information is always processed in a fair and lawful manner.

This document explains why we require your personal information, what we do with your information and what you can expect from us in return. It also explains how to obtain a copy of any personal information that we may hold about you.

This policy does not replace GDPR; it shows how Gas Safe Register complies with legislation when processing personal information and applies to information we collect about:

- Visitors to GSR's website.
- Businesses applying for and gaining registration.
- Engineer qualifications and certificates of gas safety competence.
- Consumers raising gas safety concerns about gas work carried out by registered and non-registered businesses.
- Complaints against the services provided by Gas Safe Register.
- Notification of heat producing gas appliances and hot water heating systems etc, as required under the Building Regulations in England and Wales.
- Inspection activities and installation data collection.
- Incident investigations and data collection.
- Sign-up consent to receive electronic newsletters (registered businesses only).
- Requesting leaflets and promotional material.
- Managing the Gas Safety Brand usage.
- Applying for a job with Gas Safe Register.

The following principles will apply when we process your personal information:

- Your information will only be used for the purposes of gas safety and compliance with the Building Regulations.
- Only information that we need is collected and processed.
- Your information is only seen by those who need it to do their jobs.

- Your information is retained only for as long as it is required and as stipulated by the Health and Safety Executive (HSE) as the data controller of this information.
- Your information is accurate, as provided by you, or your registered business and is only used for the intended purpose.
- Decisions affecting you are based on dependable and up to date information.
- Your information is protected from unauthorised or accidental disclosure.
- You will be provided with a copy of information we hold on you, on request.
- Procedures are in place for dealing promptly with any disputes.
- Your information will only be shared where there is a legal requirement for us to do so or as stated within this policy.

These principles will apply whether we hold your information on paper or in electronic form.

This Privacy Policy applies to all the information provided at the original point of collection and any subsequent additions, updates, or amendments.

2 Lawful basis for the processing

The HSE is the controller of the information collected and held by Gas Safe Register. HSE's legal basis for the collection of Personal Data in relation to the Register is that 'Processing is necessary for the performance of a task carried out in the exercise of official authority vested in the controller under the Gas Safety (Installation and Use) Regulations 1998' (Article 6(1)(e)).

The legal basis for the collection and processing of the personal data listed in relation to the notification of gas and associated heating and hot water work etc, under the Building Regulations is that 'Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller' (Article 6(1)(e)) as the processing is supporting registered gas engineers to fulfil their obligations under the Building Regulations.

Data Controller and Data Protection Officer's contact details

The Data Controller for any personal or sensitive personal information provided to or gathered by Gas Safe Register for the purpose of operating the Register are:

2.1. Great Britain

Health & Safety Executive
Redgrave Court
Merton Road
Bootle
L20 7HS

The contact details for HSE Data Protection Office are:

Data Protection Officer
Health & Safety Executive
Redgrave Court
Merton Road
Bootle
L20 7HS

2.2. Northern Ireland

Health & Safety Executive
83 Ladas Drive
Belfast
BT6 9FR

The contact details for HSE NI Data Protection Office are:

Data Protection Officer
Health & Safety Executive NI
83 Ladas Drive
Belfast
BT6 9FR

2.3. Isle of Man

Health & Safety Executive
Thie Slieau Whallian
Foxdale Road
St Johns
Isle of Man
IM4 3AS

The contact details for HSE IOM Data Protection Office are:

Data Protection Officer
Health & Safety Executive
Thie Slieau Whallian
Foxdale Road
St Johns
Isle of Man
IM4 3AS

2.4. Guernsey

Commerce & Employment Department (Which has responsibility for Health & Safety)

Raymond Falla House
Longue Rue
St Martins
Guernsey
GY1 6AF

The contact details for HSE Guernsey Data Protection Office are:

Raymond Falla House
Longue Rue
St Martins
Guernsey
GY1 6AF

2.5. Jersey

Jersey Infrastructure, Housing and Environment - Regulation
28-30 The Parade
St Helier
Jersey

The contact details for HSE Jersey Data Protection Office are:

Data Protection Officer
Government of Jersey
Infrastructure, Housing and Environment - Regulation
PO Box 228
Jersey
JE4 9SS

2.6. Provider Details

The Gas Safe Register is operated under concession from the relevant Health and Safety Executive authority by:

Capita Business Services Limited (CBSL)
65 Gresham Street
London
United Kingdom
EC2 7NQ

The contact details for Capita's Data Protection Officer is:

Data Protection Officer
Capita Plc
65 Gresham Street

London
EC2 7NQ

2.7. Building Regulations

HSE is the Data Controller for any personal or sensitive personal information provided to or gathered by Gas Safe Register for the purpose of Building Regulations in England, Wales, and Jersey:

England & Wales

Health & Safety Executive
Redgrave Court
Merton Road
Bootle
L20 7HS

The contact details for HSE Data Protection Office is:

Data Protection Officer
Health & Safety Executive
Redgrave Court
Merton Road
Bootle
L20 7HS

Jersey

Jersey Infrastructure, Housing and Environment - Regulation
28-30 The Parade
St Helier
Jersey

The contact details for HSE Jersey Data Protection Office are:

Data Protection Officer
Government of Jersey
Infrastructure, Housing and Environment - Regulation
PO Box 228
Jersey
JE4 9SS

3 Nature and Purpose of the processing

The nature and purpose of the processing carried out by Gas Safe Register on behalf of HSE is:

Nature:

- Collection.
- Recording.
- Organisation.
- Structuring.
- Storage.
- Retrieval.
- Consultation.
- Use.
- Disclosure by transmission, dissemination or otherwise making available.
- Alignment or combination.
- Restriction.
- Erasure or destruction.
- Risk profiling.

Purpose of Processing:

- To manage and maintain the Register of businesses and engineers who are approved to carry out gas work in Great Britain, Northern Ireland, Isle of Man, Guernsey, and Jersey.
- To verify the identity of businesses and engineers.
- To verify that individual engineers hold the required qualifications, that those qualifications are current and where required by regulation, they are assigned to a registered business.
- To support the investigation of illegal gas work on behalf of HSE and other enforcement agencies.
- To facilitate the notification of gas work as required by the Building Regulations (England, Wales, and Jersey), as notified directly by businesses or via approved third parties.
- To facilitate the voluntary notification of gas works under a Declaration of Safety in Scotland, Northern Ireland, Isle of Man, and Guernsey, for the purposes of delivering the requirement of the concession.
- To identify individuals or businesses suspected of carrying out illegal gas work, and the work they are alleged to have carried out.
- To enable appropriate consumer access to the Register so that consumers can verify the identity and work categories for a business or engineer.
- To alert registered businesses, engineers, and gas users to relevant gas safety information via safety alerts, bulletins, or notices.
- To provide witness statements and investigation reports to support the relevant Health and Safety or other authority for each area and local authority enforcement activity.

- To risk profile registered businesses and engineers to determine inspection frequency.
- To manage gas safety concerns raised by consumers.
- To manage consumer, business and engineer complaints against the service provided by Gas Safe Register.
- To manage the Gas Safe Register brand licences.
- To disseminate relevant gas safety information to registered businesses, engineers, and gas users.
- To maintain archived information about registrations and engineers that are no longer valid.

Gas Safe Register will not process personal information for the purpose other than which that information was collected. If this should change and there is intent to use the information for any other reason than that which the information was collected, we will provide you, prior to that further processing, with the information on that other purpose and any other relevant information.

4 What personal information does Gas Safe Register collect?

Most of the information we process is provided by you when you interact with Gas Safe Register by telephone, email, letter, webchat and the GSR website.

4.1. Registered Businesses

- Name.
- Address, including postcode.
- Telephone number.
- Email address.
- Employee details.
- Responsible person's name.
- Risk rating and risk category.
- Inspection history, and inspection findings accredited to the business including:
 - Any unsafe gas works.
 - Any in-scope gas work.
 - Any gas work that is not to current standards .
 - Building Regulations work identified as not Building Regulations compliant.
 - RIDDOR reports /enforcement notices/details of prosecutions.
 - Allegations of unsafe gas work (competency concerns /closed complaints).
- Gas safety concern investigation history and findings accredited to the business including:

- Any unsafe gas works.
 - Any in-scope gas work / Building Regulations work identified as not to current standards / not Building Regulations compliant.
- Registration history including:
 - Start and end date.
 - Correspondence.
 - Notes.
- Sanctions history (including start and end dates of any suspensions).
- Building Regulations notification information, including:
 - Address of the property.
 - Email address of the property owner at the time of the initial notification.
 - Name of business and engineer who carried out the installation.
- Banking and payment details (if direct debit set up):
 - Bank account name.
 - Bank account number.
 - Sort code.
- Invoice/Payment history.
- Appeals against sanctions.
- Complaints against service.

4.2. Engineers

- Name.
- Address.
- Date of birth.
- National Insurance number.
- Photograph of individual.
- Qualifications relating to gas work and the categories of gas work these qualifications enable the engineer to work on, including past (expired) qualifications and other relevant qualifications for example those relating to unvented hot water storage.
- Risk rating and risk category.
- Inspection history, and inspection findings accredited to the engineer including:
 - any unsafe gas works.
 - Any gas work that is not to current standards.
 - Building Regulations work identified as not compliant with the Building Regulations.
 - RIDDOR reports / enforcement notices/details of prosecutions.
- Gas safety concern history.
- Registration history (start and end dates of registration).

- Employment history (businesses registered with, start and end dates).
- Sanctions history (including start and end dates of any suspensions).
- Appeals against sanctions.
- Complaints against service.
- Sensitive information which could impact on public safety.
- Engineer telephone number or email address and GPS location coordinates where live streaming of video takes place.

4.3. Registered Businesses, Engineers, and Stakeholders - marketing information (optional)

- Trading Title and Business name (where different).
- Business address and operating centre addresses (where appropriate).
- Contact details (name, job title, email address and contact telephone numbers).
- Type of business.
- If a registered business or engineer, registration number.

4.4. Suspected Illegal Gas Fitters / Unregistered Businesses Suspected of Carrying out Illegal Gas Work

- Name.
- Business name.
- Telephone number.
- Website and email addresses.
- Address(es) of business or individual.
- Address(es) where suspected illegal gas work carried out.
- Details of the gas work carried out.
- Findings from any inspections/investigation activities.
- GPS location co-ordinates where live streaming video technology has been deployed.
- Inspection history, and inspection findings accredited to the engineer including:
 - Any unsafe gas work.
 - Any gas work that is not to current standards.
 - Building Regulations work identified as not compliant with the Building Regulations.
 - RIDDOR reports / enforcement notices/details of prosecutions.
- Sensitive information which could impact on public safety or assist with enforcement investigations.

4.5. Consumers - Gas Safety Concerns/Inspections

- Consumer name.
- Consumer address.
- Consumer telephone number.
- Consumer email address.
- Gas safety concern/inspection details :
 - Gas safety concern history/inspection, including copies of documents.
 - Details of work carried out.
 - Installer details (business name, registration number, name of engineer).
 - Other parties (e.g., neighbours, landlord) - name, address, contact details.
- Appeals against sanctions.
- Complaints against service.
- Telephone number or email address and GPS location coordinates where live streaming of video takes place.

4.6. Consumers - Building Regulation Notifications

- Consumer address (where appliance installed).
- Consumer / householder email address.
- Delivery address of certificate (if different to installation address).
- Registered business details (business name, registration number, installing engineer, engineer registration number).
- Email address.

4.7. Consumers - Marketing (optional)

- Consumer name.
- Consumer email address.
- Consumer postcode.

4.8. Stakeholders

- Stakeholder name.
- Stakeholder email address.
- Stakeholder address & postcode.

5 Call/Video Recording

To help understand the demand for our services, improve efficiency and the effectiveness of some of the services provided to you by telephone we keep an audio record of the call. We also hold a log of the phone number, date, time, and duration of the call. Call recordings are kept for a maximum period of 30 days.

Where you have consented to the live streaming of video from your camera phone or smart device, we will keep a recording of this video for a maximum period of 30 days.

Where you have interacted with us using webchat on our website, webchat recordings are kept for a maximum period of 30 days.

6 Why we capture your information:

We will only hold your information:

- If you (or your employer) have registered with Gas Safe Register.
- If you have taken any gas qualifications. Competencies are held by the Register to enable the maintenance of an accurate database.
- If you have raised a gas safety concern with Gas Safe Register.
- If we need to carry out an inspection following a gas safety concern being raised.
- If a gas related incident has taken place and we /have been instructed to investigate that incident.
- Where you have authorised us, for the notification of gas work under relevant Building Regulations.
- Where you have authorised a third party to notify gas work under the Building Regulations such as a registered business.
- Where we receive a gas safety concern or allegation about the undertaking of un-registered gas work.
- You have opted in to receiving marketing communications.
- You have consented to the live streaming of video from your camera phone or smart device.
- If you have made an information request to us
- If you have applied for a job within Gas Safe Register

If you have signed up to receive our eNewsletter you can opt-out of receiving further emails from us at any stage using the unsubscribe link on the email/eNewsletter.

You may also opt-out of receiving marketing information from us by email at any time by sending an email to enquiries@gassaferegister.co.uk or by written notice to us.

Registered businesses will not be able to unsubscribe from transitional emails as these are provided under the “performance of a contract” lawful basis.

We do not capture or store information about visitors to our website www.gassaferegister.co.uk. However, users may choose to give us information such as their name, address, contact details or email for:

- Registration purposes.
- Enquiries.
- Raising a concern or reporting illegal gas work.
- To sign up to our electronic newsletter.
- Ordering leaflets.
- Submitting a form, or
- To tell us about an experience they may have had.

Our website uses cookies and collects IP addresses. We use IP addresses to analyse trends, administer the website, track users' movement, and gather broad demographic information for aggregate use. IP addresses are not linked to any personally identifiable information.

7 How will Gas Safe Register use my information?

7.1. Businesses/Engineers

When you apply for registration or renew your registration, we will use your contact information to:

- Deal with your requests and enquiries.
- Send you key correspondence/information (e.g., invitation to renew your registration).
- Contact you to validate your need to be registered when undertaking gas work which falls within scope of the GSIUR, where you hold valid qualifications, but are not linked to a business registration.
- Send you information about services or technical information.
- Keep you informed of new content on GSR's website by way of email alert, or to follow up on the interest you have shown.
- Manage and maintain your registration accounts and payments.
- Carry out Virtual Inspection Events, Inspection Events, on-site inspections, or Mandatory Inspection Events.
- Modify and communicate with you about your account.
- Populate the 'Find an engineer' and 'Check an engineer' service functions on the consumer facing website.
- Carry out bulk contractor/engineer registration checks on behalf of larger organisations.
- Support gas safety, which might include (but not be limited to):
 - Liaison with relevant government agencies and departments, or other parties, in promoting and demonstrating gas safety.
 - Determining one or more risk models and inspection regimes to be applied by Gas Safe Register, other bodies, or industry generally; and

- Liaison with any employing business(s) if gas safety issues are discovered.
- When dealing with gas safety concerns/RIDDORs raised against your business.
- When dealing with complaints against our service or appeals against registration decisions.
- Conduct satisfaction surveys and call audits to help drive quality and process improvements.
- Check the accuracy of any marketing information, such as email addresses, used for the purpose of communicating with registered business.

7.2. Consumers

If you raise a gas safety concern with Gas Safe Register, by telephone, in writing via webchat, submit a form via our website, sign up to our eNewsletter or our appliance reminder service, order leaflets, tell us about an experience you may have had or agree to your engineer notifying your installation through Gas Safe Register, or a third-party we will use your personal information to:

- Deal with your requests and enquiries.
- Contact you about any enquiry you have made.
- Investigate your gas safety concerns. (When you raise a gas safety concern, we must disclose your identity to whoever completed the gas work the concern relates to. This is inevitable where for example; the concern relates to a registered business).
- Produce a report following a complaint. Details such as the property address, contact details and a brief description of your concerns will normally be included.
- Provide you with any services (e.g., send you the eNewsletter you have signed up to).
- Notify your new installation to your local Building Control office, following which we may offer you a free gas safety inspection.
- Send you a Building Regulations Compliance Certificate in hardcopy and electronic formats, as specified.
- Conduct satisfaction surveys and call audits, where we have your consent, to help drive quality and process improvements.
- Analyse and report on our performance to our client, HSE.
- Check the accuracy of any marketing information, such as email addresses, used for the purpose of communicating with consumers.

You may opt-out of receiving marketing information from us by email at any time by sending an email to enquiries@gassaferegister.co.uk or by written notice to us.

8 How do we get information?

Gas Safe Register receives personal information from many sources, this is not an exhaustive list but includes:

- Registered business and engineers during:
 - Registration application.
 - Renewal.
 - When updating personal or financial information.
 - When gas work is notified to the Register under Building Regulations.
 - Following an inspection of a business and / or engineer.
 - When gas safety concerns, relating to gas work are made against registered businesses or engineers.
 - Virtual Inspection and Mandatory Training Events.
- Members of the public when gas safety concerns are made against registered businesses and / or engineers.
- Following an Incident investigation.
- Members of the public, registered businesses or engineers who make a complaint against the service provided by Gas Safe Register.
- Website files from Certification / Awarding Bodies when downloading engineer qualifications.
- Manufacturers when gas work is notified through them in line with Building Regulations.
- HSE, HSENI, Isle of Man, Guernsey and Jersey when requesting witness statements, or carrying out registration checks etc.
- Regulatory Bodies (including the Police and Trading Standards) when requesting witness statements, for carrying out registration checks etc.

9 Sharing your information

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

Your information will only be seen by those whose jobs require them to do so. For example, Gas Safe Register staff conducting the various checks that are necessary for the registration of a business. Information may also be passed to other organisations and 'data sources' involved in the registration service. These are:

- Health & Safety Executive - Searches will be made on the Register and information may be passed to local HSE inspectors in the areas where you work. In Great Britain this will be the Health and Safety Executive. In Northern Ireland this will be the Health and Safety Executive Northern Ireland. In the Isle of Man this will be The Health and Safety at Work Inspectorate. In

Guernsey this will be the States of Guernsey Health and Safety Executive and in Jersey this will be the Health and Safety Inspectorate.

- Government Departments - From time-to-time information may be required by a government department either to assist in matters of national importance or required under an act of parliament. Your information will only be provided in such circumstances where we are legally obliged to provide it i.e., under a statutory order or where to do so is reasonable and in the national interest e.g., MHCLG (Ministry for Housing Communities and Local Government).
- Regulatory bodies - From time-to-time information may be required by regulatory bodies/enforcement agencies such as Trading Standards, Environmental Health, DWP (Department for Works & Pensions), Border Agencies, HMRC (Her Majesty's Revenue and Customs), Police etc. Your information will only be provided in such circumstances where we are legally obliged to provide it, and/or their powers have been quoted.
- Local Authority Building Control - Where gas work is reported, local authority building control will have access to your information for the purposes of the Building Regulations (England and Wales). Only information necessary to perform this service will be made available. (Property address, type of work completed at the property, when the work was completed, and which registered business completed the work).
- Satisfaction surveys - We may conduct, from time to time, customer satisfaction surveys and may employ a specialised organisation to conduct the survey on Gas Safe Register's behalf. The data used will be restricted to name, address, and contact numbers.
- General public - Details of business registrations and engineers employed by those businesses will be made available via the website and telephone to the general public in two ways:
 - Find a registered business - Unless a business/engineer specifically opts out of the service, the business details will be made available to the public through the 'find a registered business' service.
 - Check an engineer - All registered businesses and engineers are subject to verification by their customers. Registration details and competencies are available on the website and over the telephone to any member of the public requesting verification that the business/engineer is registered and suitably qualified to carry out gas work.
- Investigation Reports - Following our investigation of a gas safety inspection/concern we will provide a copy of our report, containing the consumers details, with the registered business and other parties such as landlords, as a result of inspection findings or concerns.

- **Manufacturers** - Where gas work is reported via a manufacturer or other authorised partner, each will have access to your information for the purposes of gas work notification and compliance with Building Regulations. Only information necessary to perform this service will be made available.

We also use data processors who are third parties involved in running elements of the services and they help us to deliver the service. We have contracts in place with our data processors which means they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any other organisation apart from us and they will hold it securely and retain it for the period we instruct.

When it is necessary for us to transfer your personal information outside of the UK this will only be done in accordance with the UK GDPR.

These third parties include:

- Capita Technology Solutions - Provides IT infrastructure, support, and development.
- Capita Intelligent Communications - Print and email fulfilment services. The printing of Building Regulation certificates of compliance. The fulfilment of ID cards, registration certificates, letters, reports etc.
- Pay 360 - Payment/card transactions.
- AWS (Amazon) - Support and operation of the Register's telephony service.
- Accent - Carrying out of satisfaction surveys.
- Certification / Awarding Bodies / Recognisers of Training - Download of candidate qualification results, personal details, photograph, and training provider.
- Appliance Manufacturers - Provide a facility for registered businesses to notify their gas work.
- Digital Marketing Solution - Management and delivery of email communication including eNewsletters.
- Capita Communication and Control Solutions Ltd - Support and development of ResponseEye video live streaming solution.
- Capita Secure Information Solutions Limited - Support and development of ResponseEye video live streaming solution.
- Adobe Systems Europe Limited - Support and development of Virtual Inspection Events.
- Capita Ess Ltd - Support and development of Virtual Inspection Events.
- Metabase - Support and development of Virtual Inspection Events.
- Obrizum Group Ltd - Support and development of Virtual Inspection Events.
- Google LLC - Support and development of Virtual Inspection Events.

- FlowMailer - Support and development of Virtual Inspection Events.
- AWS (Amazon Web Services EMEA) - Support and development of Virtual Inspection Events.
- Mission Labs - Support and development of Web Chat services.
- Orbis - Support and development of Inspection Field System.
- Resco - Development of Inspection Field System.

10 Disclosure of personal information

10.1. Freedom of Information Act 2000 (FOIA)

CBSL operates the Gas Safe Register under concession from the Health and Safety Executive (HSE). Freedom of Information Act gives individuals or organisations the right to request recorded information from any public authority e.g., HSE. As CBSL is a private company it is therefore not required or obliged to provide information under the Act.

Freedom of Information requests received by CBSL will therefore be passed to the relevant health and safety authority for a response. Any disclosure of information will be made by the relevant authority in accordance with the requirements of the Act.

10.2. Environmental Information Regulations 2004 (EIR)

The EIR operate in a similar way to FOIA although they relate specifically to environmental information and include information about air, water, soil, land, plants and animals, energy, noise, waste, emissions etc.

As above, any such requests received by CBSL will be passed to the relevant health and safety authority for a response. Any disclosure of information will be made in accordance with the requirements of the Regulations.

11 Transfer of data to third party countries and transfer mechanism safeguards

Information held by Gas Safe Register is held and processed in the UK. Some system development work is required to be undertaken outside the UK. This is done inside the European Union and only with prior approval of the HSE.

12 How long is information retained for?

CBSL will ensure that information is not held for longer than is necessary and for the purpose for which it is intended. All information of a confidential or sensitive nature will be securely destroyed in line with HSE instructions when it is no longer required.

Information provided as part of the registration, inspection, investigation and notification processes and any gas safety concerns that have been raised will be retained by us for as long as is necessary, and for a total period of 15 years.

If you have subscribed to an email alert or subscription service, we will keep your personal data for as long as you are subscribed to that service or are required to by law, and we will delete that data if you have requested it to be removed.

13 Storage of information

Our system secures personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure. We work to protect the security of your information by maintaining physical, electronic, and procedural safeguards relating to the collection, storage, and disclosure of personally identifiable customer information.

All our users' information, not just personal information, has restricted access. Our employees must use password-protected log-in screens to gain entry to restricted information. Our security procedures mean that we will request proof of identify before we disclose personal information. Furthermore, all employees are kept up to date on our security and privacy practices.

14 Your Right of Access

14.1. How do I find out what personal information Gas Safe Register holds about me?

Gas Safe Register aims to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request,' which are usually free of charge, under Data Protection legislation.

If we do hold information we will:

- Give you a description of it.
- Tell you why we are holding it.
- Tell you who it could be disclosed to; and
- Let you have a copy of the information in an intelligible form.

14.2. Exemptions to the right to subject access

You are entitled to see any information that we hold about you, with some specific exceptions as set out in Data Protection legislation. For example, we can refuse requests where providing data would be likely to prejudice:

- The prevention or detection of crime; or

- The privacy rights of a third party.

14.3. How to apply for subject access

If you want to know what personal information Gas Safe Register is holding/processing about you, you can request this information by completing the Subject Access Request Form on our website, www.gassaferegister.co.uk, by making a request in writing (email is acceptable), or verbally via our Contact Centre. All written requests should be marked for the attention of GSR's Risk and Compliance Manager at the address details provided in section 24. The request must include enough information to enable Gas Safe Register to:

- prove your identity; and
- identify and retrieve the information.

Proof of identity should include a copy of a document from each of the following categories:

- a. proof of name - full driving license, passport, or birth certificate.
- b. proof of address - utility bill, bank statement, pension book or equivalent official document.

Note: Any documents provided as proof of identity will be returned and no copies will be taken or held on our files.

A subject access request will only be processed once Gas Safe Register is satisfied that they are able to validate the identity of the individual making the request.

Gas Safe Register will aim to respond to these requests within one month (30 days) of receipt of the request and adequate proof of identity.

If you require any help in making a subject access request to Gas Safe Register, please let us know. Alternatively, the Citizens' Advice Bureau may also be able to help. Likewise, if for the purpose of accessibility, you have any reason why this method of communication is not suitable, please let us know so that reasonable adjustments can be made to aid your communication with us or access to our services.

Further information about making a subject access request, or an appeal can be obtained from the Information Commissioner's Office (ICO) website <https://ico.org.uk/> or by contacting the Information Commissioner direct at the address below:

The Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 or 01625 545745

Fax: 01625 524510

Website: <https://ico.org.uk/>

15 Right to Erasure (right to be forgotten)

The right to erasure does not apply to registration information collected for the regulatory purposes or information relating to safety concerns relating to gas work carried out by registered businesses or engineers.

There are limited circumstances where this would apply. Any requests for the erasure of information can be made verbally or in writing. All requests made in writing should be sent to the address listed in section 24 stating what you require deleting and the reason why. Where a request is made verbally verification of the caller will be required. In all cases we may request that proof of identity, as described in section 17, is provided before we make any changes, especially where the request is made by persons other than the responsible person for a registered business or members of the public.

Gas Safe Register will aim to respond to these requests within one month (30 days) of receipt of the request and adequate proof of identity.

Where a concern about gas work has been raised and then withdrawn the information collected as part of that initial contact will continue to be held in line with our data retention procedures.

The right to erasure does apply to any marketing communications. Where we agree to delete your information, this may result in the termination of our services.

The right of erasure will apply where consent has been given to any live video streaming as part of our inspection activities. However, should the information become evidence in a criminal investigation the right to erasure will no longer apply due to an exemption under Data Protection Act 2018, Schedule 2, Part 1(2)(1)(a) “for the prevention or detection of a crime” being applied.

16 Right to Rectification

The UK GDPR includes the right for individuals to have inaccurate personal information rectified, or completed if it is incorrect. A request for rectification can be made verbally or in writing. If you have any concerns about the accuracy of the

personal information held by Gas Safe Register, you should put your concerns in writing to us at the address listed in section 24. You should be clear about exactly what information we hold that you believe is inaccurate and how Gas Safe Register should correct it, providing evidence of the inaccuracies where available.

Where a request is made verbally verification of the caller will be required. In all cases we may request that proof of identity, as described in section 17 is provided before we make any changes, especially where the request is made by persons other than the responsible person for a registered business or members of the public.

Data Protection legislation only obliges organisations to keep information factually correct and cannot be used to alter or remove opinions unless those opinions themselves are based on inaccurate factual information.

Gas Safe Register will aim to respond to these requests within one month (30 days) of receipt of the request and adequate proof of identity.

17 Right to restriction of processing

Individuals have the right to the restriction or suppression of their personal information. This is not an absolute right and only applies in certain circumstances. This is an alternative to requesting the erasure of their information.

The right to restriction of processing does not apply to registration information collected for the regulatory purposes or information relating to safety concerns relating to gas work carried out by registered businesses or engineers.

There are limited circumstances where this right would apply. Requests for the restriction of processing can be made verbally or in writing. All requests made in writing should be sent to the address listed in section 24 stating what information we should stop processing and why. Where a request is made verbally verification of the caller will be required. In all cases we may request that proof of identity, as described in section 17 is provided before we make any changes, especially where the request is made by persons other than the responsible person for a registered business or members of the public.

Gas Safe Register will aim to respond to these requests within one month (30 days) of receipt of the request and adequate proof of identity.

18 Automated decision making and profiling

Gas Safe Register operates a risk-based inspection programme using a range of risk factors which are used to profile the risk applied to businesses and individual engineers employed by businesses in determining inspection frequency. These factors include:

- a. Certification / Awarding Bodies used for qualifications.
- b. Engineer age.
- c. Previous inspection history.
- d. Unsafe gas work accredited to the business or engineer.
- e. Gas safety concern history.
- f. Business size (number of employed engineers).
- g. Locations of the business' registered address or regional depot.
- h. Qualifications and resultant work categories.
- i. Scope of gas work undertaken e.g., domestic, or commercial etc.
- j. Registration history.

The factors used in the profiling of businesses have been identified through historic and statistical analysis as having an impact on the performance of a registrant.

19 Complaints Against Service

Gas Safe Register works to high standards when collecting and processing your personal information. We take any complaints we receive about this very seriously and encourage people to bring it to our attention if they think that our collection or use of their information is unfair, misleading, or inappropriate.

If you have any concerns or complaints regarding the processing of your personal information, our compliance with GDPR or the way that Gas Safe Register has used your information you should contact us at enquiries@gassaferegister.co.uk or write to us at the address listed in section 24.

You also have the right to lodge a complaint with the Supervisory Authority, the details of whom are:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 or 01625 545745

Fax: 01625 524510

Website: www.ico.org.uk

20 Changes to this privacy policy

We keep our privacy policy under regular review. This privacy policy was last updated June 2024.

If we decide to change our privacy policy, we will notify you of those changes via our website www.GasSafeRegister.co.uk. You will have a choice as to whether or not we use the information in this different manner. We will use information in accordance with the changed privacy policy unless you notify us otherwise.

21 How to contact us

If you have any questions or comments about Gas Safe Register's Privacy Policy, you can contact us by:

- Calling our main helpline on 0800 408 5500.
- Submitting a form through our website.
- Emailing us at enquiries@gassaferegister.co.uk.
- Social Media.
- Live Chat.
- Writing to us at:

Gas Safe Register
PO Box 631
Darlington
DL1 9GD