

Privacy Policy – Scotland TranServ

Scotland TranServ is an unincorporated contractual joint venture between Balfour Beatty Civil Engineering Limited (company number 04482405, registered office 5 Churchill Place, Canary Wharf, London, E14 5HU) (an agent of Balfour Beatty Group Limited company number 00101073, registered office 5 Churchill Place, Canary Wharf, London, E14 5HU) (“Balfour Beatty”) and Mouchel Limited (company number 01686040, registered office at WSP House, 70 Chancery Lane, London, WC2A 1A (“Mouchel”) (Balfour Beatty and Mouchel collectively “Joint Venture Partners”) and (collectively “Scotland TranServ”, “we” or “us”).

Personal data is information which identifies (or which could, with other information that we hold or which is otherwise available to or accessible by us, identify) a living individual (“Personal Data”).

The privacy of your Personal Data is of the utmost importance to Scotland TranServ. The intent of this Privacy Policy is to let you know what information Scotland TranServ collects and how we process this Personal Data either when you use this website: <http://www.scotlandtranserv.co.uk/> (“Website”) or otherwise disclose your Personal Data to Scotland TranServ via the contact us section, email or telephone contact methods set out on this Website. Balfour Beatty and Mouchel as Joint Venture Partners of Scotland TranServ are each a “controller” under the Data Protection Act 2018 and process personal data in accordance with the General Data Protection Regulation (EU 2016/679) (“Data Protection Laws”). For queries on data protection, please contact the Scotland TranServ nominated Data Protection Officer (DPO) at privacy@scotlandtranserv.co.uk.

Personal Data & Scope: This Privacy Policy applies to any Personal Data that is processed by Scotland TranServ and/or its Joint Venture Partners that we collect about:

- visitors to our Website and use of cookies,
- you that you have disclosed to Us via the email or telephone contact details on this Website, and/or
- individuals who make general enquiries in their own capacity or on behalf of an Organisation in relation to Scotland TranServ.

We will not collect any Personal Data about you or individuals accessing this Website or otherwise disclosing Personal Data to us via the contact details on this Website, except where it is specifically and knowingly provided, or where it is necessary for Scotland TranServ or its Joint Venture Partners to process or hold for the purposes of the goods or services it provides, and where there is a valid legal basis for doing so. Examples of personal data that you may provide to us when accessing this Website, and which we may collect and process, are:

- personal details such as your name, address, email address, telephone number and occupation and any contact or personal information which you send to us or post on our Website, such as when you make an enquiry through our Website or when you post content through a Scotland TranServ blog,
- employment details such as specific employment information held, including length of service or employment history/curriculum vitae where provided by you, in relation to any application for a role made by you via the ‘Work with Us’ section or otherwise via the contact details set out on this Website, and where you have provided explicit consent via a separate consent form referencing this Privacy Policy or such other applicable privacy terms.

Scotland TranServ will also collect information about your computer including, where available and subject to your chosen cookie and privacy settings as made available on the Website, your IP address, operating system and browser type, and we may share non-personal aggregated statistics about our website visitors' traffic patterns with authorised partners with a need to know namely, Google Analytics or Site Improve analytics or our authorised nominated web developer suppliers. However, we will not collect, sell or share any information about individual users.

Uses made of the Personal Data: We use Personal Data held about you for the following purposes:

- To respond to and review any claims and/or complaints logged or submitted by you via the electronic 'Contact Us' form on the Website, or via the telephone or email contact details set out on this Website in accordance with the above referenced principles,
- To respond to and administer any job applications or CVs submitted by you for employment roles with any of the Joint Venture Partners of Scotland TranServ made via the 'Applying to Work with Us' section of the Website, or otherwise via the email contact details set out on the Website, provided explicit consent via a separate consent form referencing this Privacy Policy or such other relevant set of privacy terms as applicable,
- To send news updates to Website subscribers or interested members of the media in relation to press or advertising enquiries. This may include press release announcements, financial results and other important news or alerts,
- To ensure that content from our Website is presented in the most effective manner for users,
- To allow you to participate in interactive features on or via our Website such as the Scotland TranServ blog,
- To contact you in relation to general enquiries, in order to send you information that you have asked us to provide, such as newsletters or information on Scotland TranServ projects or initiatives either by email, telephone or via our 'Contact Us' page or which we think may be useful to you or to send marketing information to you only where you have explicitly consented to this via a separate consent form referencing this Privacy Policy,
- To respond to you regarding any enquiries or online queries submitted by you via the Website in relation to Scotland TranServ projects or initiatives or opportunities, for the specific purpose stated on applicable forms on this Website,
- To notify you about our services and any changes to those services,
- To collect information such as, subject to your chosen cookie and privacy settings as made available on the Website, your standard internet log information, cookies and visitor patterns, IP address, operating system and browser type, for the purposes of website analytics and sharing of non-personal aggregated statistics about our website visitors' traffic patterns, and to track traffic and number of visitors to aspects of the Website with authorised partners with a need to know, namely Google Analytics or Site Improve analytics or our authorised nominated web developer suppliers, and in accordance with the Cookies section of this Privacy Policy. This information is collected in the aggregate and does not identify any individuals or gather identifiable Personal Data,
- Complying with our legal obligations, any relevant industry or professional rules and regulations or any applicable voluntary codes,
- Complying with demands or requests made by any relevant regulators, government departments and law enforcement authorities or in connection with any disputes or litigation,

- In connection with any sale, merger, acquisition, disposal, reorganisation or similar change of entity of any of the Joint Venture Partners.

We will only use Personal Data provided to us via e-mail inquiries to respond to your enquiry or to manage our business relationship with you or your employer, and/or to contact you in order to answer your query or to respond to your request for information. Scotland TranServ does not use the information provided in such enquiries to create individual profiles, nor does it disclose the information to anyone other than those in the Joint Venture who are best suited to provide you a response. E-mail monitoring or blocking software may be used for security purposes and for compliance with each of the relevant Joint Venture Partner's policies. Unless otherwise agreed with you, we will not use any of your personal data for automated decision-making or profiling.

Principles: Scotland TranServ is committed to safeguarding the privacy of your Personal Data in accordance with the principles below:

- We will only collect and use your information where we have lawful grounds and legitimate business reasons to do so,
- We will be transparent in our dealings with you, and will tell you how we will collect and use your Personal Data,
- If we have collected your information for a particular purpose we will not use it for anything else unless you have been informed and, where relevant, your permission obtained,
- We will not ask for more information than we need for the purposes for which we are collecting it,
- We will update our records when you inform us that your details have changed,
- We will observe the rights granted to you under applicable privacy and data protection laws and we will ensure that any queries relating to privacy issues are dealt with promptly and transparently, and
- We will use reasonable endeavours to ensure that our Joint Venture Partners train their respective staff on their privacy obligations.

Applying to work with us: If you use the Website or contact details set out on the Website to apply to work with any Joint Venture Partner in relation to Scotland TranServ related roles, we will use the information you supply to process your application and to monitor recruitment statistics. The relevant Joint Venture Partner recruiter will ask you to sign up to additional privacy terms and, where applicable, consent forms if you apply for a job with such Joint Venture Partner on Scotland TranServ role. Once a person has taken up employment with a Joint Venture Partner for a Scotland TranServ role, the relevant Joint Venture Partner will compile a file relating to their employment. At that stage the relevant Joint Venture Partner will also provide details about how such employee data is held and will make available additional privacy terms for the prospective employee to sign up to as part of their employment.

Sharing and processing of Personal Data: Scotland TranServ may share your Personal Data with companies in either of the Joint Venture Partner entity's respective group companies and/or affiliates. We will share your Personal Data with third parties only in the ways that are described in this Privacy Policy. The Joint Venture Partners may share aggregate information on the use of our Website with third parties as described in our Cookie Policy. The Joint Venture Partners will not sell, rent, share or trade your Personal Data to any third party except as otherwise specified in this Privacy Policy. We engage third parties and service providers to process data on our behalf and to facilitate or outsource one or more aspects of the operation of the Website or our business pursuits.

We may also disclose your Personal Data:

- as required by law, such as to comply with a subpoena i.e. court summons, or similar legal process in any country where we have entities affiliates or operations,
- when we believe in good faith that disclosure is necessary to protect our people, security, rights or property, to protect your safety or the safety of others, investigate fraud, or respond to a government request, or in connection with actual or threatened litigation,
- where required by law or regulatory requirement or necessary to fulfil contractual obligations to you, we may also share your personal data with regulators, enforcement authorities, ombudsman or dispute resolution bodies or courts, our professional advisers and auditors, insurers, and/or service provider companies who provide goods/services to us,
- if any of the Joint Venture Partners or its group companies or affiliates are involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via a prominent notice on our Website of any change in ownership or uses of your Personal Data, as well as any choices you may have regarding your Personal Data.
- Some of these group company entities may also be controllers under the Data Protection Laws.

Personal data shall not be transferred to or stored at a destination outside the European Economic Area ("EEA").

Where we store your personal data: All Personal Data you provide to us within the scope set out in this Privacy Policy is stored on systems with appropriate technical and organisational security measures and controls located within the European Economic Area, which are sufficient to comply with the requirements under the Data Protection Laws. We will only store your Personal Data for as long as necessary for Scotland TranServ to process such Personal Data for the purposes set out in this Privacy Policy and in accordance with the following Scotland TranServ retention policies and procedures which shall apply to the Scotland TranServ Joint Venture Partners. The accuracy of the information that we hold about you is important to us. If any of the Personal Data we hold about you becomes inaccurate or out of date (e.g. a contact/contact information changes), or you object to or wish to restrict us processing it, please inform us as soon as possible using the contact details below, so that we can update our records.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Security: The security of your Personal Data is important to us. We follow what we believe to be appropriate standards to protect the Personal Data submitted to us, both during transmission and once we receive it. The transmission of information via email or the internet is not completely secure. We cannot guarantee the security of your data transmitted to our Website, and any transmission is at your own risk. We will use what we consider to be reasonable security measures to protect your Personal Data against unauthorised access. Please be careful whenever sending Personal Data to us via e-mail. E-mail is generally not a secure means of transferring information. We therefore cannot guarantee that this information will not be lost or used in a fraudulent manner, and we encourage the use of e-mail encryption to communicate with us.

Legal Basis for Processing: Data Protection Laws require that we meet certain conditions before we are allowed to use your Personal Data as described in this Privacy Policy. For Personal Data which is not 'sensitive personal data' or 'special categories of personal data' under Data Protection Laws, unless otherwise notified, we rely on a condition known as "legitimate interests" in order to process your Personal Data for the above specified purposes. For example, it is in our legitimate interests to process your Personal Data in relation to your business contact names, and contact details where it is required by us in order to for us to:

- ensure that content from our Website is presented in the most effective manner for users,
- allow you to participate in interactive features on or via our Website,
- administer and respond to enquiries from you in connection with your use of the Website or our products or services, and
- meet legal obligations under the GDPR and applicable data protection laws to hold necessary information as part of our GDPR compliance programme record-keeping obligations.

We will ensure that the collection and processing of your Personal Data:

- is kept to a minimum with regard to the amount of data collected and the extent of any processing,
- will not be overly intrusive to you, and
- will be proportionate in order to meet our legitimate interests, as above.

If applicable, we will only process 'sensitive personal data' or 'special categories of personal data' provided by you, where you have provided your explicit consent to do so via a separate consent form referencing this Privacy Policy, or where there is an alternative legal basis for such processing under Data Protection Laws.

Links to external/third party sites: Our Website may contain links to other web sites or services which are outside our control and are not covered by this Privacy Policy. If you access or share information to other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy; these may differ from ours. We are not responsible for the privacy standards and practices of third parties and do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

Social media widgets: Our Website includes Social Media Features, such as the LinkedIn, Instagram and Twitter buttons and widgets, such as the Share this button or interactive mini-programs that run on our site. These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly.

Please see our Cookie Policy for more information and for more information about cookies in general, visit www.allaboutcookies.org. Social Media Features and Widgets are either hosted by a third party or hosted directly on our Site. Your interactions with these Features are governed by the privacy policy of the company providing it. Personal Data that you provide to Scotland TranServ via social media accounts is collected on those sites to capture conversations (e.g. questions and answers, comments, retweets) between you and the Joint Venture Partners. It may be used to respond to enquiries, or for statistical, evaluation and reporting purposes. Comments posted that violate any applicable law will be deleted and disclosed to law enforcement authorities. Comments that violate our comment policy will also be deleted.

Your rights in relation to your personal data: Under Data Protection Laws you have the following rights in relation to your personal data:

- right to access your personal data by subject access request,
- right to have your personal data rectified if inaccurate/incomplete,
- right to object to direct marketing,
- in certain circumstances, the right:
 - o to have your data erased or removed, and where the personal data has been made public, that other controllers processing the personal data also erase links to, or copy or replication of, such personal data,
 - o to restrict the processing of your data,
 - o of data portability, namely to obtain and reuse your data for your own purposes across different services,
 - o to not be subjected to automated decision making (including profiling) where it produces a legal effect or a similarly significant effect on you, and
 - o the right to bring a civil action if there is a breach of the Data Protection Laws.

Scotland TranServ complies with this Privacy Policy as well as applicable Data Protection Laws on the collection, use and disclosure of Personal Data. When we receive formal written enquiries, requests or complaints, we will contact the person who issued the communication to follow up. We work with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints or issues regarding the transfer of Personal Data that we cannot resolve directly with the relevant individuals.

We will respond to your request to access, update or delete your Personal Data within thirty (30) calendar days. Before we are able to provide you with any information, correct any inaccuracies or delete any information, however, we may ask you to verify your identity and to provide other details (in a secure manner) to help us to respond to your request. We will retain your information for as long as needed to provide you services or information requested in your contact with us. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Contact Us and Complaints: You may contact us in relation to the above rights by contacting the Scotland TranServ nominated DPO at privacy@scotlandtranserv.co.uk.

If you are not happy with the way in which your Personal Data is held or processed by us, or if you are not satisfied with our handling of any request by you in relation to your rights, we would request that you raise a complaint with Scotland TranServ's DPO at the contact details set out above in the first instance. However, you always have the right to complain regarding data protection matters to the Information Commissioner Office (ICO). The ICO is the UK's independent body set up to uphold information rights. You can find out more about the ICO on its website (<https://ico.org.uk/>).

Links to Other Website: This Privacy Policy only applies to this Website and the scope of processing outlined in this Privacy Policy. This Privacy Policy does not apply to any links within the site linking to other websites. We ask you to read the privacy notices on other websites you visit.

Changes to this Privacy Policy: This Privacy Policy is correct as at 7th June 2019, however, we may update this Privacy Policy to reflect changes to our information practices on notice to you. If we make any material changes we will notify you by means of a notice on this Website and a clearly highlighted banner on the homepage of this Website prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices. You should therefore return here regularly to view our most up to date Privacy Policy. You may also wish to print a copy for your records.