



Privacy Policy V2

Restore Compliance – Registered Building Control Approver

Effective Date: 12th May 2025

Last Updated: 30th March 2026

1. Introduction

This Privacy Policy outlines how Restore Compliance, a Registered Building Control Approver (RBCA), collects, uses, and protects personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We are committed to maintaining the trust and confidence of our clients, applicants, contractors, and other individuals we interact with. This policy explains what data we collect, how we use it, and your rights in relation to your personal information.

2. Who We Are

Restore Compliance
Elm Grove
Whitby
Yorkshire
YO21 1JA
Email: enquiries@restore-compliance.co.uk
Tel: 07368355583

We are registered as a Building Control Approver with the Building Safety Regulator (BSR) and operate in accordance with the Building Act 1984 and Building Safety Act 2022

3. What Information We Collect

We may collect and process the following categories of personal data:

From Clients and Applicants:

- Full name, address, email address, phone number
- Property ownership details
- Architectural or building plans submitted
- Payment information (where applicable)
- Identification documents (if required for verification)

From Contractors and Professionals:

- Contact details
- Professional registration or certification numbers

- Insurance information

Automatically Collected:

- IP addresses and browser data (via our website)
- Cookie usage

4. How We Use Your Information

We use personal data for the following purposes:

- To deliver statutory building control services
- To assess and process building regulation applications
- To conduct site inspections and issue compliance certificates
- To contact clients and stakeholders about their projects
- To comply with regulatory requirements and professional obligations
- For internal record-keeping and legal compliance
- To respond to complaints or legal claims

5. Legal Basis for Processing

We process personal data on one or more of the following legal bases:

- Performance of a contract (e.g. processing a building control application)
- Compliance with legal obligations under building control legislation
- Legitimate interests (e.g. managing our services and records)
- Consent, where explicitly given (e.g. for marketing communications)

6. Sharing of Personal Data

We may share personal data with:

- Local authorities, fire authorities, and other statutory bodies
- The Building Safety Regulator (BSR)
- Approved third-party contractors or consultants (where required)
- Legal or professional advisors
- IT and data storage providers (under appropriate agreements)

We do not sell personal data to third parties.

7. Data Retention

We retain personal data only as long as necessary to fulfil legal, regulatory, and operational requirements. Typically, data related to building control applications is retained for **15 years**, as per industry best practice.

8. Data Security

We implement appropriate technical and organisational measures to safeguard your data, including:

- Secure servers and encrypted databases
- Access controls and staff training
- Regular reviews of our data protection practices

9. Your Rights

Under the UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction or deletion of your data
- Object to or restrict certain processing activities
- Withdraw consent where applicable
- Lodge a complaint with the Information Commissioner's Office (ICO)

You can contact us at enquiries@restore-compliance.co.uk to exercise these rights.

10. Cookies and Website Data

Our website may use cookies to improve user experience.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website and clearly dated.

12. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

Data Protection Officer (DPO)

Kate Morement

Email: kate@restore-compliance.co.uk

Tel: 07368355583