Privacy Notice

The Casey Group Limited · Version 0.1 · 03/08/2026

1. Who we are

The Casey Group Limited is a construction and civil engineering business based in Rochdale. In this notice, “Casey”, “we” and “us” mean The Casey Group Limited and its subsidiary companies, which include P Casey & Co Limited, P Casey (Land Reclamation) Limited, P Casey (Developments) Limited and Casey Plant Services Limited.

For most of the personal data described here, Casey is the **data controller**, which means we decide why the data is used and what happens to it. Where we carry out works for a landlord and they give us information about their residents, that landlord is the controller and we act as their **processor**, handling the data only as they instruct.

Group companies that act as controllers in their own right are separately registered with the Information Commissioner’s Office.

How to contact us about your data:

Email	gdpr@casey.co.uk
Phone	01706 341 121
Post	Data Protection Officer, The Casey Group Limited, Rydings Road, Rochdale OL12 9PS

2. What this notice covers

This is our general privacy notice. It explains, in one place, how we handle personal data across our business.

Some groups of people get their own, more detailed notice, because the information we hold about them is more extensive:

- if you **work for Casey**, see the Employee and Worker Privacy Notice, issued to you at onboarding and available from HR;
- if you have **applied for a job** with us, see the Recruitment Privacy Notice, provided when you apply;
- if you are a **resident of a property we are working on**, see the Resident and Occupier Privacy Notice. In most cases your landlord is the controller of your data and their privacy notice applies;
- if one of our operatives uses a **body-worn camera** during a visit to your home, see the separate leaflet they will offer you.

3. The personal data we hold, and why

Who you are	What we hold	Why we hold it	Our lawful basis
Someone who contacts us through the website, by email or by phone	Your name, contact details, and whatever you tell us in your message	To answer you, and to keep a record of the enquiry	Legitimate interests: responding to people who contact us

Who you are	What we hold	Why we hold it	Our lawful basis
A client, or someone who works for one	Name, job title, work contact details, correspondence	To deliver contracts, manage the relationship and keep project records	Legitimate interests: managing a business relationship. Contract, where you are contracting with us personally
A supplier, subcontractor or consultant	Business and personal contact details, competence and qualification records, insurance and accreditation evidence	To engage you, verify you are competent and insured, and manage the work	Legitimate interests: running a compliant supply chain. Contract, where you trade as an individual. Legal obligation, for health and safety and construction duties
A resident of a property we are working on	Name, address, contact details, appointment records, and any access or safety information the	To carry out the repairs or works your landlord has instructed	Your landlord's basis. We act as their processor, not as a controller

Who you are	What we hold	Why we hold it	Our lawful basis
	landlord passes to us		
A tenant of a property owned or let by a Casey company	Tenancy and contact records	To manage the tenancy	Contract, and legal obligation for landlord duties
Someone who visits a Casey site or office	Sign-in records, CCTV images	Site safety, security and legal record-keeping	Legitimate interests: safety and security of our sites. Legal obligation, for site attendance records
Someone recorded on a body-worn camera	Video and audio of the visit	The safety of operatives working alone in people's homes	Legitimate interests: the safety of our workforce. See the body-worn video notice
A driver of a Casey vehicle	Vehicle location and telematics data	Managing the fleet, driver safety, fuel and insurance	Legitimate interests: safe and efficient fleet management

Who you are	What we hold	Why we hold it	Our lawful basis
Someone photographed at a Casey event or on site	Photographs and video	Recording our work and community activity, and marketing	Consent, for photography of identifiable individuals at events. Legitimate interests, for general site progress photography
Someone making a card payment	Card details, keyed directly into our payment provider's system	Taking payment	Contract. Card details are never stored on Casey systems

We do not sell personal data, and we do not use it for automated decision-making that produces legal or similarly significant effects.

4. Where we get your data from

Most of the time we get your data directly from you: you contact us, apply to us, or work with us.

We also receive personal data from:

- **client landlords**, who pass us the details we need to attend a property;
- **your employer**, where you are a contact for a client or supplier;

- **recruitment agencies and referees**, during recruitment;
- **publicly available sources**, such as Companies House and professional registers, when we check that a supplier is who they say they are.

5. Sensitive information

Some information needs extra protection under data protection law: health information, and information about criminal offences and allegations.

We hold health information mainly about our own workforce, for occupational health, sickness absence and workplace adjustments. Where we work in people's homes, a landlord may tell us that a resident has particular needs or vulnerabilities, so we can attend safely and appropriately.

Information about alleged offences can arise when an incident happens, for example if an operative is threatened or an allegation is made.

We only handle this kind of information where the law allows. The specific conditions we rely on, and the safeguards that go with them, are set out in our Appropriate Policy Document, which we publish under Schedule 1 of the Data Protection Act 2018. You can request a copy.

6. Who we share your data with

We share personal data only where there is a proper reason and a lawful basis. Depending on the circumstances, that may include:

- **client landlords and their agents**, where we are working on their properties;

- **subcontractors and suppliers**, where they need the information to carry out the work. They are bound by written terms and may not use the data for anything else;
- **our IT and business service providers**, who process data on our behalf under contract;
- **professional advisers**, including insurers, solicitors and auditors;
- **the police or other authorities**, where we are required to disclose, or where disclosure is needed to prevent or detect crime;
- **regulators**, including the Health and Safety Executive and the Information Commissioner's Office.

We do not sell, rent or trade personal data, and we do not share it for anyone else's marketing.

7. Where your data is kept

Casey's personal data is, as a rule, processed and stored in the United Kingdom.

We will not transfer personal data outside the UK unless a lawful transfer mechanism under Chapter V of the UK GDPR is in place, such as an adequacy decision or an International Data Transfer Agreement. Any proposed transfer, including the use of a cloud service that holds data outside the UK, must be approved by our Data Protection Officer.

8. How long we keep it

We keep personal data only for as long as we need it, or for as long as the law or a contract requires. Our Data Retention Schedule sets the period for each type of record. As a guide:

Record	Typically kept for
Enquiries that do not lead to work	Up to 12 months
Contract and project records	The length of the contract, then 6 years, or 12 years for contracts under seal, to cover the limitation period for claims
Body-worn video footage	31 days, unless something happened that means we need it for longer. See the body-worn video notice
CCTV footage	
Health and safety records	As required by health and safety legislation, which for some records is 40 years
Workforce records	See the Employee and Worker Privacy Notice

Where we hold data as a processor for a landlord, we return or securely delete it at the end of the contract, as they direct.

If a claim, complaint or investigation is underway or expected, we may need to keep relevant records for longer. When data is no longer needed it is securely destroyed or anonymised.

9. How we protect it

Casey holds **Cyber Essentials** and **Cyber Essentials Plus** certification, both on a whole-organisation basis, and operates an information security management system aligned to **ISO 27001:2022**.

In practice that means access to personal data is restricted to people who need it for their role, our systems and devices are managed and protected, staff receive data protection and security training, and we assess new systems and suppliers before personal data is placed in them. Where we plan something that could be higher risk to people's privacy, we carry out a Data Protection Impact Assessment first.

If a personal data breach happens, we have a procedure for containing it, assessing it and, where the law requires, reporting it to the Information Commissioner's Office within 72 hours and telling the people affected.

10. Your rights

You have the following rights over your personal data. They are free to exercise, and we will respond within one month.

Right	What it means
Access	Ask for a copy of the personal data we hold about you
Rectification	Ask us to correct data that is wrong or incomplete
Erasure	Ask us to delete your data, where there is no good reason for us to keep it
Restriction	Ask us to pause using your data while a concern is resolved
Portability	Ask for data you gave us in a portable electronic format, where we rely on consent or contract

Right	What it means
Object	Object to us using your data where we rely on legitimate interests, including for marketing
Withdraw consent	Where we rely on consent, withdraw it at any time. This does not affect what we did beforehand
Complain	Complain to us, or to the Information Commissioner's Office

To exercise any of these, contact us using the details in Section 1. We may need to confirm your identity first, so we do not disclose your data to someone else.

There is **no fee**, and the response time is **one month**, which we can extend by up to two further months for complex requests, telling you if we do. Where a recording or document contains other people's information, we may need to redact it before we can release it.

Where your landlord is the controller and we hold your data as their processor, we will pass your request to them promptly and help them respond.

11. Using our website

11.1 Technical data we log

Like any website, ours records some technical information automatically when you visit. This includes your **IP address**, the pages you request, the date and time, and basic information about your browser and device.

An IP address can count as personal data, so we treat this information accordingly. We use it to keep the site available and working, to investigate faults, and to detect and block abuse such as attacks, scraping and spam. Our lawful basis is **legitimate interests**: keeping our website secure and running.

These logs are kept for and are not used to build a profile of you or to market to you.

11.2 Cookies

Cookies are small files stored on your device. We use them to make the site work and to understand how it is used.

Cookie	Purpose	Set by	Type
`ci_session`	Keeps your session working while you browse	Casey website	Strictly necessary
`csrf_cookie_name`	Security, protects forms against cross-site request forgery	Casey website	Strictly necessary
`_ga`	Tells apart one visitor from another	Google Analytics	Analytics, not necessary
`_gid`	Tells apart one visitor from another	Google Analytics	Analytics, not necessary
`_gat`	Limits how often data is	Google Analytics	Analytics, not necessary

Cookie	Purpose	Set by	Type
	sent to Google		

The **strictly necessary** cookies keep the site working and protect our forms. The site cannot function without them, so the law does not require your consent for these.

The **Google Analytics** cookies tell us how many people visit and which pages they use. They are not necessary for the site to work, so under the Privacy and Electronic Communications Regulations we must ask your permission before setting them, and you can withdraw that permission at any time. Analytics data is processed by Google as our provider.

You can also block or delete cookies in your browser settings, though parts of the site may stop working if you block the necessary ones.

11.3 Keeping the site secure

We use technical measures to protect the website against automated abuse, including spam submissions through our forms, credential attacks and scraping. Where these measures process information about visitors, they do so on the basis of our **legitimate interests** in keeping the site and its users secure.

Automated crawlers, such as search engine indexers, visit our website. These are software, not people, so their visits do not involve personal data. How we allow or restrict crawlers, including crawlers that gather data to train artificial intelligence models, is a separate matter handled through our website configuration rather than this notice.

12. If you are unhappy

Please tell us first: **gdpr@casey.co.uk** or **01706 341 121**. We would rather hear about a problem and put it right.

You also have the right to complain to the Information Commissioner's Office, the UK's data protection regulator:

Website	ico.org.uk
Helpline	0303 123 1113
Post	Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Complaining to the ICO does not affect any other legal remedy available to you.

13. Changes to this notice

We review this notice at least once a year, and whenever we change how we use personal data. The version and date at the top of this notice tell you which version you are reading. Material changes are published on this page.

End of ISMS-FRM-001 (General Privacy Notice) v0.1.