



GDPR Privacy Policy

Effective Date: 21st August 2026

Review Date: 21st February 2027

1. Introduction

CertiBuild Ltd is committed to protecting the privacy and security of personal data. This policy sets out our approach to complying with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

We process personal data fairly, lawfully, and transparently, and we take appropriate measures to ensure data is accurate, secure, and handled responsibly.

CertiBuild Ltd (Company No. 11976838) is an Appointed Representative of Acrisure Eleven Network Ltd, which is authorised and regulated by the Financial Conduct Authority (FRN 314593). Where we process personal data in connection with our regulated activities — including the arrangement of structural warranties — we do so in compliance with our obligations under the FCA regulatory framework as well as the GDPR.

2. Scope

This policy applies to:

- All employees, workers, contractors, and anyone acting on behalf of CertiBuild Ltd.
- All personal data we hold, whether in electronic or paper form.
- Data collected in connection with all of our services, including CertiBuild Structural Warranties, Professional Consultant Certificates (PCCs), and snagging inspection services.

3. Key Principles

We follow these GDPR principles when processing personal data:

- Lawfulness, fairness, and transparency – We process data lawfully, fairly, and transparently.
- Purpose limitation – We only collect data for specific, legitimate purposes.
- Data minimisation – We only collect data that is adequate, relevant, and limited to what is necessary.
- Accuracy – We keep personal data accurate and up to date.
- Storage limitation – We only keep data for as long as necessary.
- Integrity and confidentiality – We ensure appropriate security of personal data.

4. Data We Collect

We may collect and process personal data such as:

- Contact details (name, address, phone number, email address).
- Employment details (for staff and contractors).
- Customer and project data, including property details, development information, and planning references.
- Information relating to the arrangement of structural warranties, Professional Consultant Certificates, or snagging inspection services.
- Financial information necessary for billing and regulated activities.
- Any other information necessary to carry out our services.

5. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Consent
- Contractual necessity
- Compliance with a legal obligation
- Legitimate interests
- Vital interests (where necessary to protect life)

Where we process data in connection with our regulated activities as an Appointed Representative of Acrisure Eleven Network Ltd, we may also rely on processing grounds applicable under FCA requirements.

6. Rights of Individuals

Under the GDPR, individuals have the right to:

- Access their personal data.
- Rectify inaccurate or incomplete data.
- Erase their data ("right to be forgotten").
- Restrict processing.
- Object to processing.
- Data portability (where applicable).

Requests can be made by contacting us using the details below. We will respond within one month.

7. Data Security

We implement appropriate technical and organisational measures to protect personal data, including:

- Secure IT systems and password protection.
- Physical security for paper records.
- Access controls to limit who can view or use data.
- Regular data protection training for employees.

8. Data Sharing

We may share personal data with third parties only where necessary to provide our services, or if required by law. This may include sharing data with:

- Acrisure Eleven Network Ltd and its network, in connection with the arrangement of structural warranties and PCCs.
- Insurers, lenders, or mortgage providers where relevant to our services.
- Regulatory authorities, including the Financial Conduct Authority or the Information Commissioner's Office, where required.

All third parties must comply with data protection laws and maintain adequate security.

9. Data Breaches

We have procedures in place to identify, report, and investigate any personal data breaches.

- Serious data breaches will be reported to the Information Commissioner's Office (ICO) within 72 hours, if required.
- Affected individuals will be notified promptly where there is a high risk to their rights and freedoms.

10. Roles and Responsibilities

- The Managing Director has overall responsibility for this policy.
- Managers and employees must comply with this policy and attend data protection training as required.
- The Data Protection Lead is responsible for monitoring compliance and responding to data protection queries.

11. Policy Review

We review this policy regularly and whenever there are significant changes in the law or in how we process personal data.

12. Contact Details

For any queries relating to this policy or to exercise your rights, please contact us at:

CertiBuild Ltd

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