

Privacy Notice

How we collect, use and protect personal data under the UK GDPR and the Data Protection Act 2018.

Document	Privacy Notice
Organisation	NC Safety Solutions
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1. Who we are

NC Safety Solutions is a UK-based health and safety consultancy. We provide policies, risk assessments, method statements, fire safety support, audits, inspections, incident support and training to employers, contractors and duty holders across the United Kingdom, with international support available on request.

We are the data controller for the personal data described in this notice. If you have any question about how we use your information, contact us at nedim@ncsafetysolutions.co.uk.

This notice explains how we handle personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. It applies to visitors to our website, people who make enquiries, our clients and their staff, and our suppliers.

2. Personal data we collect

Category	What it includes	Where it comes from
Enquiry data	Name, company, position, email address, telephone number, industry, number of employees, location, the service you need and the content of your message or attachment.	You, through our enquiry form, by email or by WhatsApp.
Contractual data	Billing contacts, purchase orders, signed proposals, statements of work, engagement correspondence and invoices.	You or your employer during an engagement.
Engagement data	Personal data contained in the documents we review or produce for a client, for example accident records, training registers, competence records, audit findings and site attendance lists.	Our clients, in the course of delivering the agreed services.
Website analytics	Anonymised information about pages viewed and user journeys, collected only with your consent.	Privacy-friendly analytics tools, if you accept analytics cookies.
Technical data	IP address, browser type, device type and approximate location.	Automatically, from your device, used only for security and abuse prevention.

3. Why we use your data and our lawful basis

Purpose	Lawful basis under UK GDPR
Responding to enquiries and preparing proposals	Legitimate interests (running a consultancy) and steps taken at your request before entering a contract.
Delivering consultancy services	Performance of a contract with you or your employer.
Handling personal data in client records during an engagement	Performance of a contract, and in some cases the client's legal obligations under health and safety law.
Invoicing, accounts, tax and insurance records	Compliance with a legal obligation.
Keeping our website secure	Legitimate interests (protecting our systems and users).
Website analytics and campaign measurement	Your consent, given through the cookie banner and withdrawable at any time.
Sending occasional service updates to existing clients	Legitimate interests. You can opt out at any time by replying to any message.

We do not use automated decision-making or profiling that produces legal or similarly significant effects on you.

4. How long we keep it

Data	Retention period	Reason
Enquiries that do not become an engagement	Up to 24 months from last contact	So we can follow up and answer later questions.
Client records, proposals, reports and invoices	7 years after the engagement ends	UK tax rules and professional indemnity requirements.
Client engagement data (for example accident or training records)	Returned or securely deleted when the engagement ends, unless the law or a professional obligation requires otherwise	Data minimisation.
Anonymised analytics	Up to 26 months	Trend reporting.
Technical security logs	Up to 12 months	Investigating security incidents.

5. Who we share it with

We never sell personal data. We share it only with:

- **Service providers** who host our website, deliver our email, store our documents and, where you have consented, provide analytics. Each is bound by a written contract containing the processor obligations the UK GDPR requires.
- **Specialist partners** from our network, for example fire engineers, asbestos surveyors or occupational health providers, but only where you have asked us to involve them and only the information they need.
- **Professional advisers, insurers and regulators** where we are required to do so, or to establish, exercise or defend legal claims.

6. International transfers

Some of our service providers are based outside the United Kingdom. Where that is the case we rely on UK adequacy regulations where they exist, and otherwise on the UK International Data Transfer Agreement or the UK Addendum to the EU Standard Contractual Clauses, together with appropriate technical and organisational measures.

7. Your rights

Under the UK GDPR you have the right to:

- **Access** the personal data we hold about you.
- **Rectification** of inaccurate or incomplete data.
- **Erasure** of your data where permitted by law.
- **Restriction** of processing in certain circumstances.
- **Portability** of the data you provided to us, in a structured, machine-readable format.
- **Object** to processing based on legitimate interests, and to direct marketing at any time.
- **Withdraw consent** at any time, without affecting the lawfulness of processing carried out before you withdrew it.

To exercise any of these rights, email nedim@ncsafety solutions.co.uk. No form is needed. We respond within one calendar month and will confirm your identity before releasing any data. Our GDPR Compliance Procedures describe how we handle requests in detail.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113. We would welcome the chance to address your concern first.

8. Security

We protect personal data with appropriate technical and organisational measures, including encryption in transit and at rest with our hosting providers, access limited to those who need it, authentication and updates on every device used for our work, and secure storage and destruction of any paper records. Our Data Protection Policy sets out these measures in more detail.

9. Cookies

Our website uses strictly necessary cookies to work, and analytics and marketing cookies only with your consent. Our Cookie Policy lists each category and explains how to change or withdraw your preferences.

10. Children

Our services are provided to businesses and organisations. We do not knowingly collect personal data from anyone under 16 through our website. If you believe we have done so, contact us and we will delete it.

11. Changes to this notice

We review this notice at least annually and whenever our processing, suppliers or the law change. The version number and effective date appear at the top of this document and on our website. Material changes are highlighted on the website for at least 30 days.



Approved and issued by

Nedim Custic, DipNEBOSH - CEO

NC Safety Solutions

12th September 2026