



Privacy Notice

Last updated: 22.10.2025

1. Who we are

We are Focus Contractors Services Ltd (“we”, “us”, “our”). We are committed to protecting the privacy and security of personal information we hold about individuals, and to doing so in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (DPA 18) and other applicable data-protection legislation (together, the “Data Protection Laws”).

Our registered address is 15A Electric Lane, London SW9 8LA, and our Data Protection Officer (or equivalent) can be contacted at Emilia.bialek@focus-contractors.com.

2. Scope of this notice

This Notice applies to personal data we collect about you:

- through your use of our website;
 - when you engage with us as a customer, user, contractor, or supplier;
 - when you contact us or we contact you;
 - in the course of providing our services and operations.
- It covers whatever channel you use to interact with us (in person, by phone, by website, by email, etc.).

3. The personal information we collect

“Personal data” (or “personal information”) is any information that relates to you as an identifiable person.

The data we collect may include (depending on our relationship with you):

- Identity data (such as name, title, date of birth, job title)
- Contact data (such as address, email, telephone numbers)
- Technical data (such as IP address, browser type and version, time zone setting, device identifiers)
- Usage data (such as information about how you use our website or services)
- Transaction or service-data (such as details of services you’ve purchased or provided, payment or billing information, customer service interactions)

- Other data as required for particular purposes (for example, for recruitment, subcontracting, site access, health & safety checks)

We may also collect aggregated or anonymised information that does not identify you individually.

4. How we collect your personal information

We collect data in several ways:

- When you provide it to us directly (for example when you fill in a form, give us your contact details, correspond with us).
- When you use our website or services (for example through cookies or your IP address).
- From third parties or publicly-available sources (for example analytics providers, background check agencies) where relevant.
- In the course of our operations (for example where health & safety or site-access tracking is required).

5. What we use your personal information for – lawful bases

We process your personal data only where we have a lawful basis under Data Protection Laws. These bases include:

- Your consent, where you have given it.
 - Performance of a contract with you (or other lawful contract) or taking steps at your request before entering into a contract.
 - Compliance with a legal obligation.
 - Our legitimate interests (or those of a third party) provided those interests are not overridden by your rights and freedoms.
- You can ask us for more details about the basis on which we process your personal data.

We use your information for purposes such as:

- Provision of our services to you (or you to us).
- Administration, billing, customer service, contract management.
- Recruitment, vetting, employment or engagement of staff and contractors.
- Improving and monitoring our website and services.
- Meeting our legal and regulatory obligations (for example health & safety, employment law, audit).
- Communications with you (for example service updates, newsletters where you've opted-in).
- Internal record-keeping and business management.

6. Who we share your personal data with

We may share your personal data with:

- Our group companies, affiliates, service providers, contractors and agents who assist us in providing services (under strict contractual duties to protect your data).
 - When required by law or regulation, for example for site safety, crime prevention, audit or to regulatory bodies.
 - Third parties where you have explicitly consented.
- We do *not* sell or rent your personal data to other organisations for marketing purposes without your informed consent.

Where we transfer data outside the UK or EEA, we will ensure appropriate safeguards are in place (for example standard contractual clauses) so your data remains protected.

7. How long we keep your personal data

We retain your personal data only for as long as necessary for the purposes for which we collected it (or as required by law). After that, we will either delete it or anonymise it so it no longer identifies you.

8. Your rights

Under Data Protection Laws you have certain rights in relation to your personal data:

- Right to access the personal data we hold about you (subject to exceptions).
- Right to have inaccurate personal data corrected.
- Right to request deletion or erasure of your personal data (in some circumstances).
- Right to restrict or object to our processing of your personal data, in some circumstances.
- Right to withdraw consent where our processing is based on consent.
- Right to data portability where applicable.
- Right to complain to a supervisory authority (for example the Information Commissioner's Office in the UK) if you believe we have not handled your personal data lawfully.

If you want to exercise any of these rights, please contact us at [insert contact details]. We may ask you to verify your identity before we comply.

9. Security of your personal data

We take appropriate technical and organisational measures to keep your personal data safe — for example restricting access to only those who need it, using secure systems, encryption where appropriate, and reviewing our security practices

regularly. However, no method of transmission over the internet or method of electronic storage is 100% secure, so we cannot guarantee absolute security.

10. Cookies and our website

We use cookies and other tracking technologies on our website. For details of how we do this, see our [Cookies Policy / Cookie Notice] (if applicable). You can control cookies through your browser settings and other tools.

11. Links to other sites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites. We recommend you check the privacy notice of each site you visit.

12. Changes to this Privacy Notice

We may update this Privacy Notice from time to time. The “Last updated” date at the top will show when it was last revised. If we make material changes, we’ll alert you via website, email or other communication as appropriate.

13. Contact us

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

Data Protection Officer (or equivalent)

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Phone: 02087719696