Customer Data Protection Policy Statement

At **Freyssinet Limited**, we are committed to protecting and respecting your privacy. This Privacy Policy outlines how we collect, use, store, and safeguard your personal data in accordance with the **General Data Protection Regulation (GDPR)**.

Freyssinet Limited processes your personal data to fulfill our legal, statutory, and contractual obligations. We will never collect more data than is necessary, and we will only process your personal data as outlined in this policy.

Types of Data Held

We keep several categories of data on our customers to carry out effective and efficient processes. We keep this data (indicate where) relating to each customer and we also hold the data within our computer systems (ie. SharePoint?) The personal data that we collect from you may include:

- Name
- Business Address
- Business Email
- Office Telephone Number
- Mobile Telephone Number

All the above information is required for our processing activities.

We collect this information in the following ways:

- Feedback forms
- Via Tender submission and receipt
- Exhibitions
- Website enquiries

How We Use Your Customer Personal Data

(Legal Basis for Processing)

We process customer personal information on the lawful basis of contractual necessity (to provide products and services) and, where applicable, legitimate interests to manage and improve our business operations. All personal data is processed fairly, securely, and in accordance with the UK GDPR and the Data Protection Act 2018.

Freyssinet Limited is committed to ensuring the privacy of your customer personal data. We will never disclose, share, or sell your data without your consent, unless required by law. We retain your data only for as long as necessary to fulfil the purposes specified in this policy.

Your Rights under GDPR

You have the following rights regarding the customer personal data we hold about you:

- **Right of Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** If your personal data is incomplete or inaccurate, you can request it be corrected or updated.
- **Right to Erasure:** You can request the deletion of your personal data, where applicable.
- **Right to Restrict Processing**: You can request that we limit how we process your personal data in certain circumstances.
- **Right to Object:** You can object to any direct marketing communications from us.
- **Right to Data Portability:** You can request your personal data in a structured, commonly used, and machine-readable format.
- **Right Against Automated Decision-Making:** You can inquire if we use automated decision-making and be informed of the logic involved.

If you wish to exercise any of these rights, we may ask for identification to ensure your data remains secure.

Sharing and Disclosing Your Customer Personal Information

We will not share or disclose your personal information without your consent, except where required by law or for the purposes outlined in this policy.

Data Security Measures

We take the security of your personal data seriously and employ various technical and organizational measures to protect it from unauthorized access, alteration, disclosure, or destruction. We work in partnership with **Soletanche Freyssinet IT UK**, who manage the electronic data security and have implemented strong measures, including firewalls, password protection, and antivirus software.

International Data Transfers

While personal data within the European Union is protected by the GDPR, some countries outside the European Union may not provide the same level of protection for your data. Freyssinet Limited does not transfer or store personal data outside the EU.

Consequences of Not Providing Your Data

You are not obligated to provide your personal data to Freyssinet Limited. However, failure to provide certain data may limit our ability to deliver specific services to you or keep you updated on relevant products and services.

Data Retention

Freyssinet retains customer personal data only for as long as is necessary to fulfil the purposes for which it was collected, or as required by law. Once the data is no longer needed, we will securely delete or anonymize it.

Marketing Communications

Occasionally, Freyssinet Limited may send you marketing or product information by email or post, which is relevant to your interests as our customer. These communications will be non-intrusive, and you can opt-out or unsubscribe at any time.

If you would prefer not to receive above-mentioned marketing and offers, please email info@freyssinet.co.uk

Freyssinet Ltd does not collect special category data for marketing purposes.

Lodging a Complaint

Freyssinet Limited processes your customer personal information in compliance with this Privacy Policy and applicable data protection laws.

If you have any concerns about how we collect, use, store, or protect your personal data, you have the right to lodge a complaint with us. We encourage you to raise any concerns with us in the first instance so that we can investigate and seek to resolve the matter promptly. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection matters.

Stephane Carayol



Managing Director
Freyssinet Limited
July 8th, 2026