Celnor Group Ltd and Customer Privacy Notice

Last updated: **21.10.26**

1. Who we are

This privacy policy sets out how Celnor Group Limited and its affiliated companies (together, **"Celnor", "we", "us", "our"**) provide testing, inspection, compliance, environmental and analytical services.

Celnor Group companies operate in multiple jurisdictions, including the United Kingdom, the European Economic Area (including France) and the United States.

This Privacy Notice explains how personal data is collected and used when individuals:

- visit Celnor Group websites;
- contact us through a website or enquiry form;
- engage with Celnor Group companies as customers, suppliers or professional contacts; or
- interact with us in connection with the services we provide.

This notice is intended to provide a consistent overview of how personal data is handled across the Celnor Group. We comply with applicable data protection and privacy laws in the jurisdictions in which we operate.

A current list of Celnor Group companies is available at: **https://celnor.com/our-businesses/**

2. Group structure and data controllers

Depending on your interaction with us:

- The Celnor Group company providing services to you or your organisation will usually act as the primary data controller.
- The specific Celnor Group company acting as a data controller may vary depending on the service or website you interact with.
- Celnor Group Limited may act as a joint controller or separate controller where it operates central systems (such as finance, CRM, HR or marketing systems) or sets group-wide policies.
- Certain group functions may process personal data on behalf of another Celnor entity.

Personal data may be stored or processed in shared group systems where necessary for:

- delivering services;
- managing customer relationships;
- group administration and governance;
- financial management and reporting;
- regulatory compliance; or
- introducing relevant services offered by other Celnor Group companies where appropriate.

Group systems may include shared IT infrastructure, CRM systems, financial systems, marketing platforms or other centralised business tools.

We do not sell personal data.

3. Scope of this notice

This Privacy Notice applies to personal data relating to:

- customers and client representatives
- prospective customers and business contacts
- website visitors
- individuals whose details are provided in connection with a project or service
- professional contacts engaged in a business capacity

4. Personal data we collect

The personal data we collect depends on how you interact with us.

Contact and professional information

This may include:

- name
- job title
- employer or organisation
- business email address
- telephone number
- professional contact details

Service and project information

Where services are delivered, we may process information necessary to provide and manage those services, such as:

- project or contract information

- correspondence and communications
- site or location details
- records relating to services provided

Survey, site access and project records

In the course of delivering technical, environmental, inspection, surveying, laboratory or diagnostic services, we may create and maintain project records relating to sites, buildings, infrastructure or environmental conditions.

These records may include:

- site access information
- survey notes
- photographs
- mapping outputs
- monitoring data
- technical reports

Such information is primarily technical or environmental in nature, but may incidentally contain personal data, for example where photographs, site records or access logs identify individuals involved in a project.

Property and residential information (where relevant)

Where services relate to residential properties, social housing or building diagnostics, we may process limited personal data relating to:

- property owners
- tenants or residents
- landlords
- buyers or sellers
- individuals arranging property surveys or services

This information is used solely to arrange or deliver the relevant services.

Specialist testing and diagnostic services

Some Celnor Group companies provide specialist laboratory, diagnostic, environmental or research services.

Where testing or analysis relates to identifiable individuals (for example occupational exposure monitoring), this may involve limited health-related or biological sample data, where necessary for the relevant service and permitted under applicable law.

Website and technical information

When you visit our websites we may collect technical information including:

- IP address
- browser type and version
- device information
- pages visited
- referring website
- date and time of visits

This information helps us understand how websites are used and improve their performance.

Marketing preferences

Where individuals subscribe to updates or interact with marketing communications, we may process:

- marketing preferences
- consent records
- communication engagement information

5. Where we get personal data and how we collect it

We may obtain personal data from a variety of sources, including:

- directly from you, for example when you submit an enquiry, request a quote, subscribe to communications or otherwise contact us;
- from your organisation, where you are identified as a project contact, representative or authorised contact for services;
- from other Celnor Group companies, where shared systems or group administration functions are used;
- from business data providers and publicly available sources, such as company websites, professional directories or industry databases;
- from customers, suppliers or partners, where they introduce you to us or provide information necessary to deliver services; and
- automatically through your use of our websites, including through cookies and similar technologies.

Further information is provided in the Cookies and Website Tracking section below.

6. How we use personal data

We may use personal data for the following purposes:

Purpose	Lawful Basis
Providing and managing services	Contract / Legitimate interests
Managing customer and supplier relationships	Legitimate interests
Group administration and governance	Legitimate interests
Website operation and analytics	Legitimate interests
Marketing communications	Legitimate interests / Soft opt-in / Consent
Compliance with legal and regulatory obligations	Legal obligation

Where we rely on legitimate interests as the lawful basis for processing, we ensure our use of personal data is proportionate and does not override individuals' rights and interests.

7. Marketing communications

Celnor Group companies may send business-to-business marketing communications about services, industry developments or updates that may be relevant to organisations we work with. In some circumstances, and where relevant to your organisation's activities, we may also introduce services offered by other companies within the Celnor Group.

Marketing communications may include:

- information about services similar to those already provided
- updates about services relevant to your organisation
- sector insights or technical updates

For corporate subscribers, we generally rely on legitimate interests to send proportionate B2B communications.

For individual subscribers, marketing communications will only be sent where:

- consent has been provided; or
- the soft opt-in applies (where details were obtained in the context of a sale or negotiation for similar services and an opportunity to opt out was provided).

Where we rely on the soft opt-in, marketing communications relate to similar services offered by the Celnor entity that originally collected the contact details.

Each marketing communication will include an unsubscribe option, and individuals can opt out at any time.

Where individuals opt out of marketing communications, their details may be retained in a suppression list to ensure that marketing communications are not sent in future.

8. Sharing personal data

Personal data may be shared with:

- other Celnor Group companies
- CRM management systems such as HubSpot, Monday.com, Apollo, Collabit etc
- technology providers and IT hosting providers supporting our systems and infrastructure
- service providers supporting our operations
- professional advisers (such as auditors or legal advisers)
- regulators or public authorities where required by law
- customers or contracting organisations where necessary for service delivery.

All third parties are required to process personal data in accordance with applicable data protection laws.

9. International transfers

Celnor Group operates internationally and personal data may be accessed or processed in countries where Celnor Group companies or service providers operate.

Where personal data is transferred internationally, appropriate safeguards are implemented where required under applicable data protection law. These may include:

- adequacy decisions
- standard contractual clauses
- international data transfer agreements
- other legally recognised safeguards.

Where personal data is transferred from the United Kingdom or the European Economic Area to countries that do not provide an adequate level of protection, we implement appropriate safeguards such as UK International Data Transfer Agreements (IDTAs) or EU Standard Contractual Clauses.

10. Artificial intelligence and automated processing

Some Celnor Group companies may use data analytics, automation tools or artificial intelligence technologies to support operational efficiency and service delivery.

These technologies are used to assist human decision-making and operational processes. We do not carry out solely automated decision-making that produces legal or similarly significant effects on individuals unless permitted by law and appropriate safeguards are in place.

11. Data security

We implement appropriate technical and organisational security measures designed to protect personal data from unauthorised access, loss, misuse or disclosure.

Access to personal data is restricted to individuals who require it for legitimate business purposes and who are subject to confidentiality obligations.

Procedures are in place to respond to suspected personal data breaches where required by law.

12. Data retention

Personal data is retained only for as long as necessary for the purposes described in this notice, including:

- delivering services
- maintaining appropriate business records
- complying with legal, regulatory and accounting obligations.

Retention periods may vary depending on the nature of the services provided and applicable legal requirements.

Marketing data is retained while there is an ongoing business relationship or potential interest in services, subject to opt-out requests and periodic review.

13. Your rights

Depending on your location and the applicable data protection law, individuals may have rights including:

- access to personal data

- correction of inaccurate data
- erasure of personal data in certain circumstances
- restriction of processing in certain circumstances
- objection to processing in certain circumstances
- data portability
- withdrawal of consent where applicable.

Requests can be submitted using the contact details below.

When responding to a data subject access request or similar request, we may need to limit, redact or withhold information where disclosure would adversely affect the rights and freedoms of other individuals, reveal personal data relating to another person, or where another exemption or restriction applies under applicable law. This means that we may not be able to provide documents or information in full where doing so would identify another individual and it is not reasonable or lawful to disclose that information.

14. Contact details

If you have questions about this Privacy Notice or how personal data is handled, please contact:

Celnor Group Limited
Location
Beaumont Midtown
322 High Holborn
London
WC1V 7PB

Email: **dpo@celnor.com**

15. Complaints

If you have concerns about how we handle personal data, please contact us in the first instance.

You also have the right to lodge a complaint with a supervisory authority.

For example:

United Kingdom Information Commissioner's Office (ICO) https://www.ico.org.uk

France Commission Nationale de l'Informatique et des Libertés (CNIL)
https://www.cnil.fr

If you are located in another jurisdiction, you may contact your local data protection authority where applicable.

16. Third-party Links

Our websites may contain links to third-party websites or services. We are not responsible for the privacy practices of those websites and encourage you to read their privacy notices.

17. Cookies and website tracking

Celnor Group websites may use cookies and similar technologies to ensure that websites function correctly, to understand how visitors use our websites and to improve user experience.

Because the Celnor Group operates multiple websites for different companies and services, the cookies and technologies used may vary between websites.

Cookies are small text files placed on your device when you visit a website. They allow websites to recognise your device and remember certain information about your preferences or actions.

We also use tracking pixels (a similar technology to cookies) in our emails in order to track user activity and continuously improve our content. These allow us to find out if our emails have been read and if the recipient found them useful.

Cookies may be used for purposes including:

- ensuring the website operates correctly

- remembering user preferences
- analysing website traffic and usage
- improving website functionality.

Some cookies are necessary for the operation of the website and do not require consent. Other cookies, such as analytics or marketing cookies, will only be used where consent has been provided through the website's cookie consent mechanism.

Where cookies require consent under applicable electronic communications laws, they will only be placed on your device after consent has been provided through the website's cookie consent tool.

Where third-party services are used (for example analytics providers), those providers may also place cookies on your device.

You can manage cookie preferences through the cookie consent tool on the website. Most browsers also allow cookies to be blocked or deleted through browser settings.