

T J Atkin Ltd Client Confidentiality Policy



1. Introduction

The purpose of this Client Confidentiality Policy is to ensure that all information obtained and stored by T J Atkin Ltd is handled with the highest standards of confidentiality, in accordance with the Data Protection Act, and industry best practices. This policy outlines our commitment to protect sensitive information and provides guidelines for the secure handling, storage, and sharing of client data.

2. Scope

This policy applies to all employees, contractors, subcontractors, and third parties who have access to client information on behalf of T J Atkin Ltd.

3. Definition of Confidential Information

- Business Plans and Objectives
- Meeting minutes
- Audit or Survey Results
- Strategy Documents
- Design Drawings
- Reports and Reviews
- Work Programmes
- Construction Phase Plans
- Quotations
- Information about Employees
- Policies and Procedures
- Correspondence
- Documents of all kinds
- Photographic Media of On-going Projects

4. Access and Use of Confidential Information

- Access to Confidential Information is restricted to individuals who need it to perform their duties.
- T J Atkin Ltd requires all employees and contractors to sign confidentiality agreements prior to accessing any client information.

5. Protection of Confidential Information

- Confidential Information must be stored securely, whether in physical or digital form. Physical documents should be kept in locked cabinets, while electronic data should be stored on secure servers with password protection.
- Portable devices containing client information (such as laptops, USB drives, or mobile devices) must be protected and only used in secure environments.
- Emails or other digital communications containing Confidential Information should only be sent to authorised recipients and must be encrypted where possible.

6. Disclosure of Confidential Information

- Confidential Information must not be disclosed to any third party without the express written consent of the client, unless required by law or necessary for regulatory compliance.
- Third parties, including subcontractors, who may need access to client information must sign a confidentiality agreement prior to receiving any Confidential Information.

- Any Third Parties without an adequate confidentiality policy will be required to follow the T J Atkin Ltd confidentiality policy and sign a Third-Party confidentiality agreement.
- If any disclosure is required by law, T J Atkin Ltd will promptly inform the client.

7. Data Retention and Disposal

- Confidential Information will be retained securely only as long as necessary to fulfil contractual and legal obligations.
- Upon completion of our legal obligation, or at the client's request, Confidential Information that is no longer required will be securely disposed of, following current industry best practices for data destruction.

8. Employee and Contractor Responsibilities

- All employees, contractors, and subcontractors are responsible for understanding and adhering to this Client Confidentiality Policy.
- Any employee who intentionally, unintentionally, repeatedly or uninvitedly divulges any confidential information will face disciplinary action, and in serious instances may face dismissal and/or legal action. Any such disciplinary action will ensure that no further breaches of confidentiality occur.
- Regular training sessions will be provided to ensure all staff are aware of their responsibilities under this policy.

9. Incident Reporting

- Any suspected or actual breach of this policy must be reported immediately to the designated Data Protection Officer or a senior manager at T J Atkin Ltd.
- All reported incidents will be investigated promptly, and appropriate actions will be taken to mitigate risks and prevent further breaches.

10. Review and Updates

This policy will be reviewed annually or as required to ensure its effectiveness and relevance, alongside compliance with changes in UK law, industry standards and best practices.

11. Compliance and Enforcement

Failure to comply to this policy may result in disciplinary action, contract termination, or legal consequences. T J Atkin Ltd reserves the right to audit compliance at any time.

12. Contact Information

For any questions or concerns regarding this policy, please contact Tim Atkin (Phone: 01904 929507 or email team@tjatkin.co.uk).