



Privacy Policy

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1. Who We Are

Muir Group Plc and its subsidiary companies, including Muir Construction Ltd, Muir Homes Ltd, Muir Timber Systems Ltd, Muir Leisure Ltd, Hermiston Securities Ltd, Muir Aberdeen Ltd and JW Muir Property Investments Ltd (together referred to as “Muir Group”, “we”, “us” or “our”), are committed to protecting your personal data.

For the purposes of data protection law, Muir Construction Ltd acts as the primary data controller unless otherwise stated.

If you have any questions about this Privacy Notice or how we handle your data, you can contact:
Data Protection Contact

Muir Group Ltd
Belleknowes Industrial Estate
Inverkeithing
KY11 1HY
Email: muirconstructioncompliance@muir-group.co.uk

2. What Personal Data We Collect

Personal data means any information that can identify an individual.

Depending on your relationship with us, we may collect:

Contact Information

- Name, title, address, email address, telephone number
- Company name and job title

Client and Customer Information

- Identification documents (such as photographic ID and proof of address)
- Date of birth
- Property purchase and transaction details
- Bank account and payment details
- Credit check information where required

Project and Property Information

- Plot details, property history and purchase records
- Snagging, aftercare and maintenance records
- Communications relating to your property or enquiry

Site and Safety Information

- Visitor logs for offices and construction sites
- CCTV images and access records
- Health and safety information, including incident or accident reports

Marketing Information

- Preferences for receiving marketing communications
- Records of interactions with our communications and events

Recruitment Information

- CVs, employment history and application details

3. How We Use Your Personal Data

We use personal data for the following purposes:

- Managing contracts, services and customer relationships

- Delivering construction projects and property developments
- Managing property sales, purchases and legal transactions
- Providing aftercare services, including maintenance and defect resolution
- Coordinating with contractors, subcontractors and professional advisers
- Carrying out identity checks, credit checks and fraud prevention
- Complying with legal and regulatory obligations, including health and safety
- Managing accounts, payments and debt recovery
- Responding to enquiries and complaints
- Sending marketing communications where permitted

4. Lawful Basis for Processing

We only process personal data where we have a lawful basis to do so. These include:

- **Contract** – where processing is necessary to fulfil a contract with you
- **Legal obligation** – where we are required to comply with the law
- **Legitimate interests** – where it is necessary for our business operations, provided your rights are not overridden
- **Consent** – where you have given clear permission, particularly for marketing
Where we rely on consent, you can withdraw it at any time.

5. CCTV and Site Monitoring

We operate CCTV systems at our offices and construction sites for:

- Security and crime prevention
- Health and safety monitoring
- Protection of employees, contractors and visitors

We may also use site access controls, photography and, where appropriate, drone imagery to support project delivery and safety.

6. Sharing Your Personal Data

We may share your personal data with third parties where necessary, including:

- Contractors and subcontractors
- Architects, surveyors and professional advisers
- Solicitors and legal representatives
- Financial institutions and mortgage providers
- Local authorities and regulatory bodies
- IT service providers and business support services

We ensure that all third parties handle your data securely and only use it for specified purposes.

We may also disclose personal data where required by law, including to HMRC or law enforcement agencies.

7. How Long We Keep Your Data

We only keep personal data for as long as necessary. Typical retention periods include:

- Contract and project records, up to 6–12 years to reflect legal obligations
 - Financial records, typically 6 years
 - CCTV footage, usually 30–90 days unless required for investigation
 - Marketing data, until you withdraw consent
 - Recruitment data, up to 12 months
- Data is securely deleted or destroyed when no longer required.

8. Data Security

We take appropriate measures to protect personal data from loss, misuse or unauthorised access. Access to personal data is restricted to those who need it for legitimate business purposes.

We also have procedures in place to manage and respond to data security incidents.

9. Your Rights

Under data protection law, you have the right to:

- Request access to your personal data
- Request correction of inaccurate or incomplete data
- Request deletion of your data in certain circumstances
- Object to processing based on legitimate interests
- Request restriction of processing
- Request transfer of your data to another organisation (data portability)
- Withdraw consent where processing is based on consent

To exercise your rights, please contact us using the details above.

10. If You Do Not Provide Data

Where we need personal data to fulfil a contract or legal obligation, failure to provide it may mean we are unable to provide our services.

11. Changes to This Notice

We may update this Privacy Notice from time to time. The latest version will always be available on our website.

12. Complaints

If you have concerns about how we use your data, please contact us first.

You also have the right to complain to the Information Commissioner's Office:

The Information Commissioner's Office
45 Melville Street
Edinburgh
EH3 7HL
Telephone: 0303 123 1115
Email: Scotland@ico.org.uk