

Document Title	External Privacy Notice
Document Reference	DWD-NOT-DP-03
Version	2.0
Classification	Public
Category	Data Protection Notice
Owner	Head of BT & IT
Date of Issue	June 2026
Next Review	June 2027
Review Cycle	Annual or as required
Distribution	Public Dowds Group website

Applies To: Anyone who visits the Dowds Group website, enquires about our products or services, or submits an employment application.

Version History

Version / Date	Summary of Changes
1.0 February 2026	Original issue (draft).
2.0 June 2026	Finalised for website publication. Registered jurisdiction corrected to Northern Ireland; single registered office address; contact details completed; Cookie Notice cross-reference aligned; proofing corrections.

Document Release

This document remains the property of Dowds Group. Release to regulatory authorities is permitted as required. Release to other organisations or individuals may only be authorised by Company Directors.

Contents

1. Who we are and what we do
2. Purpose of this privacy notice
3. Who this privacy notice applies to
4. What personal data is
5. Personal data we collect
6. How we collect your personal data
7. Purposes, lawful bases and retention periods
8. Sharing your personal data
9. International transfers
10. Marketing communications
11. Your rights and how to complain
12. How to contact us and our Data Protection Officer
13. Changes to this privacy notice

1. Who we are and what we do

Who we are

We are Dowds (“Dowds”, “us”, “we”, “our”). We are a limited company registered in Northern Ireland under registration number NI032483, with our registered office at 4 Parkway, Ballymena, Northern Ireland, BT43 5ET. We are registered with the UK supervisory authority, the Information Commissioner’s Office (“ICO”), in relation to our processing of personal data under registration number ZC086382.

What we do

Dowds is a progressive engineering company delivering fully integrated technical solutions and design-led, end-to-end project delivery. Our expertise spans the full lifecycle of complex built environments, from initial design and systems integration through to final handover. At Dowds we take your privacy seriously and we are committed to protecting your personal data. This privacy notice sets out how Dowds uses and protects the personal data it collects and processes through your use of our website and when you use our services.

Controller

Unless we notify you otherwise, we are the controller of the personal data we process about you. This means we decide what personal data to collect and how to process it.

2. Purpose of this privacy notice

The purpose of this privacy notice is to explain what personal data we collect about you and how we process it. It also explains your rights, so please read it carefully. If you have any questions, please contact us using the details in the section “How to contact us and our Data Protection Officer”.

3. Who this privacy notice applies to

This privacy notice applies to you if you:

- visit our website;

- enquire about our products and/or services; or
- submit an employment application.

We do not collect your data for any direct marketing purposes.

4. What personal data is

“Personal data” means any information from which a living individual can be identified, either directly or indirectly. For example, you may be identified directly by your name, or indirectly by an online identifier such as an IP address.

5. Personal data we collect

The personal data we collect about you depends on our relationship with you. The categories of personal data we collect, and the purposes for which we process them, are set out in the table in the section “Purposes, lawful bases and retention periods”.

6. How we collect your personal data

We collect most personal data directly from you, whether in person, by telephone, text or email, or through our website.

7. Purposes, lawful bases and retention periods

We will only use your personal data when the law allows. Most commonly, we will use it in the circumstances set out below.

Categories of individuals	Categories of personal data	Purpose of processing	Lawful basis	Retention period
Customers and prospective customers	Name, address, email address, contact number.	To respond to your enquiry and provide a service in line with your request.	Contract.	Customers: duration of the contract plus 6 years after completion or termination. Prospective customers: 12 to 24 months from last contact.
Prospective employees	Name, address, email address, telephone and/or mobile number, employment history, qualifications and/or CVs.	To facilitate and assess your job application and your suitability and eligibility for the role.	Legal obligation; legitimate interests.	Unsuccessful candidates: held for 12 months from the date of decision, then confidentially destroyed. Successful candidates: held under the employee Privacy Notice.

Website users	IP address, browser and device information, cookies, enquiry form submissions.	To operate the website, respond to enquiries, monitor security and, with consent, understand site usage.	Legitimate interests; consent.	Enquiries: 24 months from last contact. Analytics data: as set out in our Cookie Notice.
Suppliers, subcontractors and professional advisers	Name, address, email address, contact number, financial details, insurance and compliance information.	Procurement, contract administration, payment processing and compliance checks.	Contract; legal obligation; legitimate interests.	Duration of the contractual relationship plus 6 years.
Visitors to offices and sites	Visitor sign-in records and CCTV footage.	Security, safety and access management.	Legitimate interests.	Sign-in records: kept in line with our retention schedule. CCTV: typically 30 to 90 days unless required for an investigation.

Where personal data is processed because it is necessary for the performance of a contract to which you are a party, we will be unable to provide our services without the required information.

8. Sharing your personal data

We may from time to time need to share personal data with external third parties where this is necessary to deliver our services and to meet our legal or contractual obligations. We will not sell, distribute or lease your personal information to third parties.

9. International transfers

Our core business operations are UK-based, and no routine processing activity involves the transfer of personal data outside the UK.

10. Marketing communications

Dowds does not undertake direct marketing activities. Enquiries are received through our website, by telephone, or by direct email contact.

11. Your rights and how to complain

You have certain rights in relation to the processing of your personal data, including:

- **Right to be informed.** You have the right to be told how we collect and use your personal data, which is the purpose of this notice.

- **Right of access.** You can ask for a copy of the personal data we hold about you (commonly known as a “Subject Access Request”).
- **Right to rectification.** You can ask us to correct personal data that is inaccurate or incomplete.
- **Right to erasure.** You can ask us to delete your personal data in certain circumstances.
- **Right to object.** You can object to our processing of your personal data in certain circumstances.
- **Right to restrict processing.** You can ask us to limit how we use your personal data in certain circumstances.
- **Right to data portability.** You can ask us to transfer your personal data to another organisation in certain circumstances.
- **Right to withdraw consent.** Where we rely on consent, you can withdraw it at any time.
- **Automated decision-making.** We do not carry out automated decision-making or profiling.
- **Right to complain.** You can lodge a complaint with the ICO at any time (ico.org.uk, or 0303 123 1113). We would, however, appreciate the chance to address your concerns first.

How to exercise your rights

You will not usually need to pay a fee to exercise your rights. We will respond to all legitimate requests within one month. Occasionally it may take us longer if your request is particularly complex or you have made a number of requests, in which case we will keep you informed.

12. How to contact us and our Data Protection Officer

If you wish to contact us about this privacy notice, or to exercise any of your rights, please contact us:

Dowds, 4 Parkway, Ballymena, Northern Ireland, BT43 5ET

Email: dpo@dowdsgroup.com

Telephone: 028 2766 2789

We have also appointed a Data Protection Officer (“DPO”). Our DPO is Evalian Limited, who can be contacted at dpo@evalian.co.uk. Please mark your communication FAO the “Data Protection Officer”.

13. Changes to this privacy notice

We may update this privacy notice from time to time, for example to reflect changes in how we process personal data or in the law. Where required, we will notify you of significant changes. This notice was last updated in June 2026.