

Wimborne Home Electricians LTD Privacy Policy

Written March 2021

Introduction

This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website and booking system.

For the purpose of the GDPR (the “Regulations”) the data controller is: **Wimborne Home Electricians LTD**

Who are we?

Wimborne Home Electricians LTD

4 Sheriden Way
Sturminster Marshall
Wimborne
BH21 4DE
info@whelectricians.co.uk
www.whelectricians.co.uk
07545 478487

What personal information do we collect?

Our company collects and processes the following information:

- Name
- Email address
- Phone number
- Address

How do we collect your personal information?

You directly provide **Wimborne Home Electricians LTD** with most of the data we collect. We collect data and process data when you:

- Contact us through the website for more information about our services.
- Use or view our website via your browser’s cookies.
- Call us for more information about our services.
- If you choose to make contact through Social Media sources such as Facebook or Instagram, **Wimborne Home Electricians LTD** will maintain a professional relationship by means of messaging, commenting and invitations to events.
Depending on which methods of data you choose to be contacted through, we will offer contact via email, phone call, text, WhatsApp, Facebook messenger, Facebook commenting, Instagram messenger and Instagram commenting.

We may also collect data directly from you.

Wimborne Home Electricians LTD Privacy Policy

Written March 2021

How will we use your personal data?

We may use information held about you in the following ways:

- To adhere to our insurance policy, Health and Safety standards and Risk Assessments.
- To provide you with estimates and invoices.
- To provide you with information or services.
- to notify you about changes to our service.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Timothy Riley on 07545478487 or info@whelectricians.co.uk.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How do we store your Personal Data?

All information you provide to us is stored on our secure servers, password protected.

Wimborne Home Electricians LTD will keep your finance related data (such as records of payments, invoice details, etc.) for 7 years unless, in the unlikely event, there are mitigating factors that allow us to keep data for longer.

We will keep your personal data for legitimate business reasons and we will retain data for a reasonable period of time where we may need to contact you in the future.

What are your data protection rights?

One of the GDPR's main objectives is to protect and clarify the rights of EU citizens and individuals in the EU citizens and individuals in the EU with regards to data privacy. This means that you retain various rights in respect of your data, even once you have given it to us. These are described below. To get in touch about these rights, please contact us via email or in person to discuss in detail. We will seek to deal with your request without undue delay and aim for information to be altered/retrieved within 7 days.

Wimborne Home Electricians LTD would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request copies of your personal data.

Wimborne Home Electricians LTD Privacy Policy

Written March 2021

The right to rectification – You have the right to request that **Wimborne Home Electricians LTD** correct any information you believe to be inaccurate or incomplete.

The right to erase – You have the right to request your personal data to be erased, under certain conditions.

The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to the processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or direct to you, under certain conditions.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us on 07545478487 or at info@whelectricians.co.uk if you wish to make a request.

COVID-19 - Track and Trace

Responding to the COVID-19 advice from the Government is an obligation on all Businesses. The development of the NHS 'Track and Trace' scheme is a key part of the government plan to manage COVID-19.

As government restrictions ease and more people are returning to work, schools and everyday life, the safety and wellbeing of our customers and our staff is a priority.

Covid safe practices including wearing masks and regular hand washing are in place, however our responsibility extends beyond this.

It may be necessary for us to share your data on request from NHS Track and Trace workers.

We will do this and will play our part in making this process as effective as possible.

It is likely that we will be asked to provide contact details if a case of COVID-19 or a suspected case arises as a result of us undertaking work.

There is an obligation to support the government planning. We will provide details as requested to do this.

We will be sharing data on the basis that this is a Public Duty and that in the case of any health data it is necessary for the public interest, as set out.

Please be assured that we will keep a record of information that we share.

Your Personal Information

Under GDPR you have the right to view, amend or delete personal information that we hold. Email any requests to info@whelectricians.co.uk and we will do what we can to assist.

Changes to this notice

This policy was created on **22nd March 2021** and will be periodically reviewed when appropriate.

Wimborne Home Electricians LTD Privacy Policy

Written March 2021

If you have a problem, complaint or, if there is something you don't understand, please contact us first using the following:

Timothy Riley 07545 478487

info@whelectricians.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>