

Farleigh Electrical Services - Privacy Notice

Farleigh Electrical Services (“We”, “I”, “Our”, “Us” or “Me”) is committed to respecting your privacy. This Privacy Notice is provided for Our current, prospective and past customers.

This Notice tells you about how We collect, process, use and share your personal data, in accordance with the EU General Data Protection Regulation (2016/679), (the “Act”), which is effective in English Law from 25 May 2018. In relation to the personal data you have given us We are a Data Controller under the Act.

Your personal data - what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller’s possession or likely to come into such possession. From May 2018, the processing of personal data is governed by the General Data Protection Regulations (GDPR).

Who are we?

The Proprietor of Farleigh Electrical Services is Brian Dorton, who acts as the Data Controller for the business (contact details can be found at www.farleighelectricalservices.co.uk). The Data Controller decides how personal data is processed and for what purposes.

How do we process your personal data?

Farleigh Electrical Services complies with its obligations under the GDPR by keeping personal data up to date where possible; by storing and destroying it securely, (whether in digital or paper form); by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure, and by ensuring that appropriate technical measures are in place to protect personal data.

What data do we collect and store about you, and what is the legal basis for processing your data?

When carrying out any electrical works for customers, at some point within the process/job/contract, We are likely to collect from you some/all of the following information: Name/s, Address/s, Phone number/s, Email address/s.

This is in order to:

- * Carry out works at your given address, and communicate with you as Our client during the process
- * Invoice you - whether via a ‘hard’ paper copy in person, or by post, or digitally via Email
- * Receive payment by credit/debit card in person, and email a receipt to you

* Provide any necessary legal Certification, whether under Electrical or Building Regulations

* If you are a Landlord and the business is providing Certification for either electrical works, Building Control notification or Inspection & Testing purposes, We will require both your personal address, and the address at which the tenants reside and where any works are carried out

* Provide you with aftercare service/maintenance/warranty cover, and inform you of any relevant offers or services that We are able to provide

* Provide you with information you may request from Us

What form does your data take, and where is it stored?

Through any initial contact with a potential client, any personal data given to Us will usually be recorded in paper form. This is kept secure and safely destroyed when no longer required. Any personal data you have passed on to the business may also be stored electronically and will include an Invoice for every job completed. The data that appears on any Invoice will usually include your Name, Address & Phone Number only. All personal data of clients retained by Farleigh Electrical Services, in all formats, is held within secure arrangements, and no personal data of customers is left unattended at any point in business or personal vehicles.

How long We retain Your personal data.

As a Sole Trader I am required by HMRC to retain all accounting information, (which includes all business invoices) for a Minimum of 5 years after the 31 January submission deadline of the relevant tax year. Ordinarily as a customer of Farleigh Electrical Services, I will retain your data for as long as the business is trading. However, should for any reason you wish your data to be erased after the period as required by HMRC, you have a right to request that.

Disclosure of Your personal data

As a Sole Trader, your personal data is treated as strictly confidential. The only other parties to whom personal data may be passed, or seen by, are: -

1) The NICEIC (National Inspection Council for Electrical Installation Contracting) via their secure website/servers. This is when providing any required electrical certification, and the certificate is produced, stored and sent to you as Our client in digital or paper format. Any certificate would include your name and address only.

2) Your Local Building Control Office via the online secure NICEIC Certification system, when providing a required Building Regulations Certificate. This would involve passing on your Name and Address only.

3) To a professional registered accountant, as hired by Farleigh Electrical Services, when dealing with the business' annual accounts and tax returns. This would only

include any personal data that appeared on your Invoice. All documents handed to an accountant or auditor are returned to Us after the process.

4) Occasionally, it may be necessary to divulge your name and address to certain suppliers to facilitate the delivery of goods. Due to market fluctuations, it is not practical to provide a definitive list of suppliers. If you would prefer that goods are not delivered to the site address, please let me know at the earliest opportunity.

5) Checktrade.com. If your initial contact is through Checktrade.com, they will collect your personal details and forwarded these to us. You may be contacted at a later date by Checktrade.com should you choose to leave feedback on the services we have provided.

These third parties have an obligation to put in place appropriate security measures and will be responsible to you directly for the manner in which they process and protect your personal data.

Other than the above, we will never provide names and addresses or any other contact details to any third party without your consent.

Your rights under the data protection legislation.

Unless subject to an exemption under the GDPR, you have following rights with respect to your personal data:-

* the right to request a copy of any personal data that we hold about you, by submitting a request directly to the Proprietor, Brian Dorton, via the contact details given on www.farleighelectricalservices.co.uk;

* the right to request that any inaccuracies be rectified or erased;

* the right to request your personal data is erased where it is no longer necessary for Farleigh Electrical Services to retain such data;

* the right to withdraw your consent to the processing at any time;

* the right, where there is a dispute in relation to the accuracy or processing of your personal data to request a restriction is placed on further processing;

* the right to lodge a complaint with the Information Commissioner's Office (<http://www.ico.gov.uk>) if you have any concerns about our handling of your data.

Changes to this Privacy Notice.

We may change this Privacy Notice at any time, in which case a revised notice will be placed on Our website.

Last updated: 10th February 2020