

PRIVACY NOTICE

Who we are:

Mr David Roberts T/A Roberts Electrical is a sole trader business operating from the address stated above.

Roberts Electrical is the Data Controller for the purposes of the Data Protection Act (DPA) (2018) and the General Data Protection Regulation (GDPR) as of May 2018.

This privacy notice, together with our Terms of Business explains how we use any personal information we collect about you, or that you provide to us and how it will be processed.

We reserve the right to make changes to this Policy at any time. Your continued use of our services that are subject to this Policy, will signify your acceptance of this and any changes to this Policy made by us.

Protecting Your Security:

We respect your privacy and therefore, all information is stored in a secure manner and in accordance with the current United Kingdom's Data Protection Legislation.

How do we collect information from you:

The information we hold is provided by you and is collected in several different way/stages, from when you first contact us. The information may be collected by telephone, by the Owner/our staff and by email.

What types of personal data do we collect:

They type of personal data that we collect and hold usually includes:

Identity Data;	Company or trading name/s. first name, last name
Contact Data;	Phone number(s), email address, billing address, site address(es)
Financial Data;	We may need to collect your Bank Sort Code and Account Number should you make an overpayment to us and/or require a refund from us – this does not happen often and will only be collected once discussed and is necessary.

We do not hold or process any special categories of information (relating to racial or ethnic origin, political opinions, religious and philosophical beliefs, trade-union memberships, biometric or sexual orientation). We will only collect and process this data with your explicit consent unless required by law to do otherwise. You have your right to withdraw your consent at any time.

How will we use the information about you:

The information we hold and process is used to manage your account and provide our services to you. We keep and use your information to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately.

We have never and will never sell any personal data to any third parties.

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We may require our materials deliveries to be sent directly to your address/site address. This is to enable us to progress with our services to you and will require your address to be given to a third party. If you do not consent to this, you must inform us in writing. We do not allow our third party service providers to use your address for their own purposes.

Your personal data will be stored for a minimum of 7 years.

CCTV (Closed Circuit Television)

If you visit our premises, CCTV images of you may be captured. CCTV is used for maintaining the security of our property as well as the safety of our staff and any visitors. Recorded footage may be shared with the police for crime prevention and detection where necessary.

Your Rights:

Under the General Data Protection Regulations (GDPR) and Data Protection Act (DPA) (2018) you have a number of rights with regard to your personal data:

- The right to be informed.
- The right of access.
- The right to rectification.
- The right to erasure.
- The right to restrict processing.
- The right to data portability.
- The right to object.

Identity and contact details of the data controller.

Mr David Roberts T/A Roberts Electrical is the controller and processor of your data for the purposes of GDPR and DPA (2018).

If you have any concerns, you can contact David Roberts on the above contact details.