

## Privacy Policy

Policy Date: 19<sup>th</sup> August 2023

This Privacy Policy details what personal information Church Electricians Limited collect, along with why this data is collected, how it is stored and if applicable how it is shared.

### **1. Our contact details**

Name: Church Electricians Limited  
Address: 5 The Martlets South Chailey BN8 4QG  
Phone Number: 01273 900251  
E-mail: info@johnchurchelectrician.co.uk  
Website: www.johnchurchelectrician.co.uk

### **2. The type of personal information we collect**

We currently collect and process the following information:

- Name
- Contact Number
- Invoice Address
- Works Address
- Email Address
- Occupant contact details
- Photographs

### **3. How we get the personal information and why we have it**

The personal information we process is mostly provided to us directly by you for one of the following reasons:

- Provide our services
- Respond to enquiries
- Provide certificates of work
- Request feedback
- Meet regulatory and legal obligations

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We use the information that you have given us in order to:

- Respond to enquiries.
- Provide quotations and recommendations.
- Undertake works.
- Send administrative information.
- Keep database records for financial and regulatory requirements.
- Provide required certifications for completed work.
- Request feedback.
- Setup equipment where registration is required, normally through third party software.
- Where required, registration of supplied parts with manufacturer for regulatory or warranty purposes.
- Where required notification of work to regulatory bodies, manufactures for regulatory purposes.
- Meet regulatory and legal requirements.

We may share this information with –

- Napit (our regulatory body) for building control and regulatory obligations.
- Local Distribution network operator for upgrades to supply, permission to install specific equipment and where required notification of installation of equipment.
- Manufacturer or their agent and software for function and regulatory purposes.
- Where required software for smart technology to enable functionality.
- Where specifically requested by you data may be shared with agents working on your behalf.

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

- (a) We have a contractual obligation.
- (b) We have a legal obligation.
- (c) We have a legitimate interest.

#### 4. How we store your personal information

Your information is securely stored. This information is stored on third party databases using encrypted cloud storage.

We keep your contact details, linked to purchase information and certificates as required for legal and regulatory reasons. Once the retention period expires personal information shall be deleted.

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### Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

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 at [info@johnchurchelectrician.co.uk](mailto:info@johnchurchelectrician.co.uk), 01273 900251 if you wish to make a request.

### How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@johnchurchelectrician.co.uk](mailto:info@johnchurchelectrician.co.uk). Please see our Complaints Procedure for further information.

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>

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