

# Privacy Policy

This privacy policy will explain how Drewmin Electrical uses the Personal Data we collect from you when you use our website and or do business with us.

## **ABOUT US**

Drewmin Electrical is the trading name of Drewmin Services Ltd (hereafter referred to as “us”, “we”, or “our”), registered in England and Wales as a limited company under number 11994108 and our registered office is at 2 Sherrards Mansion, Welwyn Garden City AL8 7AY. For the purpose of the Data Protection Legislation and this notice, we are the ‘data controller. This means that we are responsible for deciding how we hold and use Personal Data about you.

You (hereafter referred to as “you” or “your”) are the user of our website, a customer or prospective customer of us.

## **HOW DO WE MAY COLLECT YOUR DATA**

We obtain Personal Data about you, for example, when:

- you contact us by email, telephone, post, our website or social media (for example when you have a query about our services).

## **THE KIND OF INFORMATION WE HOLD ABOUT YOU**

The information we hold about you may include the following:

Personally Identifiable Information (known as “PII” or “Personal Data”) that you directly provide to us such as:

- Name, Address, Telephone Number.
- Email address.
- Any other contact details you have provided to us relating to the provision, or the proposed provision of our services.

Other Information such as:

- Our correspondence and communications with you.
- The services you require from us.
- Information necessary to assess your requirements and provide services to you (this may include information collected indirectly, for example, details of your electrical installation).

- Details of any services you have received from us.
- Information about any complaints and enquiries you make to us.

It is important that the PII we hold about you is accurate and current. Should your personal information change, please notify us of any changes of which we need to be made aware, by contacting us, using the contact details below.

## **HOW WILL WE USE YOUR INFORMATION?**

We use the information that we collect about you to:

- Provide you with products, services and information that you request, access, or which may be of interest to you
- Deliver or display content that matches your interests and or requirements

## **HOW LONG WILL WE KEEP INFORMATION ABOUT YOU?**

A retention period (the "Retention Period") for your PII is 3 years commencing on the date of last communication with you via, internet messaging, text, email or post.

When assessing the potential deletion of your PII the following will be considered:

- The requirements of our business and the services provided.
- Any statutory or legal obligations.
- The types of Personal Data we have collected.

If none of the above provide a legitimate reason to retain your PII it will be deleted at the expiry of the Retention Period.

## **WHY MIGHT YOU SHARE MY PERSONAL DATA WITH THIRD PARTIES?**

We will share your Personal Data with third parties where we are required by law, where it is necessary to administer the relationship between us.

## **WHICH THIRD PARTY SERVICE PROVIDERS MAY PROCESS MY PERSONAL DATA?**

The following activities are carried out by third-party service providers: IT, (including Cloud data storage and email) services, administration services, accountancy services, banking services and HMRC.

Our web site may from time to time contain links to and from other websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal information to these websites.

## **DATA SECURITY**

We have put in place commercially reasonable and appropriate security measures to prevent your Personal Data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We will notify you of any breach of these security measures as soon as we become aware of them.

### **YOUR RIGHTS OF ACCESS, CORRECTION, ERASURE AND RESTRICTION**

It is important that the Personal Data we hold about you is accurate and current. Should personal information change, please notify us of any changes of which we need to be made aware, by contacting us, using the contact details below.

### **YOUR RIGHTS IN CONNECTION WITH PERSONAL DATA**

You have the right to request copies of your Personal Data from us.

You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete information you believe is incomplete.

You have the right to request that that we erase your Personal Data, under certain conditions and you have the right to request that we restrict the processing of your Personal Data, under certain conditions.

You have the right to object to Our Company's processing of your Personal Data, under certain conditions and you have the right to request that Our Company transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

### **CHANGES TO THIS NOTICE**

Any changes we may make to our privacy notice in the future will be updated via our website

### **HOW TO CONTACT US**

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: the address given under "Contact Us" on our website

Or write to us at: 2 Sherrards Mansion, Welwyn Garden City, AL8 7AY