

## Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

### 1. Our contact details.

- Post: 9 Winthorpe Road, Lincoln, Lincolnshire, LN6 3PG
- Telephone 07590375759
- Email [mpthelectricalservices@outlook.com](mailto:mpthelectricalservices@outlook.com)

### 2. What information we collect, use, and why

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details.
- Addresses
- Purchase or account history.
- Payment details (including card or bank information for transfers and direct debits)
- Account information.
- Photographs or video recordings
- Records of meetings and decisions
- Information relating to compliments or complaints.

We collect or use the following information for the operation of customer accounts and guarantees:

- Names and contact details.
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history.
- Account information, including registration details.
- Information used for security purposes.

We collect or use the following information for service updates or marketing purposes:

- Names and contact details.
- We collect or use the following information to comply with legal requirements:
- Identification documents
- Financial transaction information
- Health and safety information

### 3. Lawful bases

Our lawful bases for collecting or using personal information to provide services and goods are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for the operation of customer accounts and guarantees are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for legal requirements are:

- Consent
- Contract
- Legal obligation

Where we get personal information from

- People directly
- Third parties
- Building Contractors relevant to the people ordering work

#### **4. How long we keep Information.**

All data collected will be stored for a minimum of 2 years and a maximum of 5 years

#### **5. Who we share information with**

- Other organisations
- Insurance companies
- Financial or fraud investigation authorities
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with
- Debt collection agencies
- Other relevant third parties:
- Organisations we need to share information with for supply and delivery of materials or services.

#### **6. 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 data.

Your right to rectification - You have the right to ask us to rectify personal data 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 data in certain circumstances.

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

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

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

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## **7. How to complain**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.