

## The Electric Wizard - Privacy Policy

Policy Version: 1.0

Status: Sole Trader, operating primarily in North Norfolk.

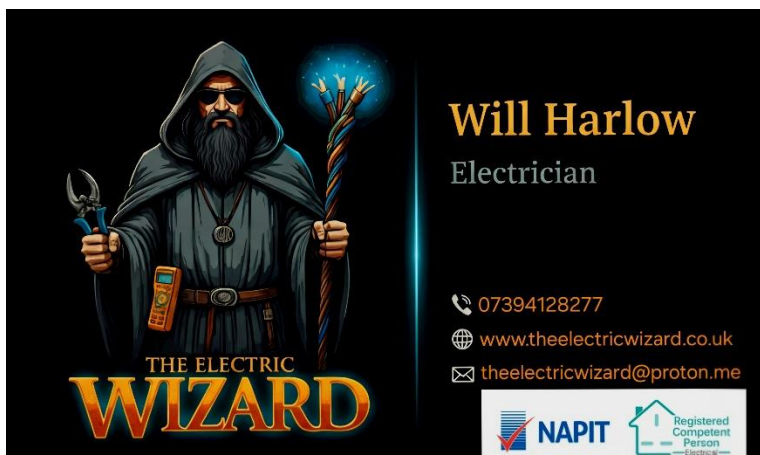
Effective Date: October 2025

NAPIT Membership: 81350

Status: Sole Trader, operating primarily in North Norfolk.

Contact Email: [theelectricwizard@proton.me](mailto:theelectricwizard@proton.me)

ICO Registration Number: ZC026749



## Introduction

"The Electric Wizard" is committed to protecting the privacy and security of your personal data. This policy explains how and why we collect and use your personal data, to ensure you remain informed and in control of your information. We comply with all relevant UK data protection legislation, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

## Data Controller

The Electric Wizard (William HARLOW) Merchants' Place, 16 Church Street Cromer, Norfolk NR279ES  
Contact: 07394127288 | [theelectricwizard@proton.me](mailto:theelectricwizard@proton.me)

## The Data We Collect

We only collect personal data that is necessary for us to provide you with a quote, carry out electrical work, and manage your account. This data typically falls into the following categories:

Category of Data	Examples of Data Collected
Identity & Contact Data	Name, billing and installation address, telephone number(s), email address.
Financial Data	Payment history, invoice details, bank details (for refunds/payments if required). We do not store credit/debit card details.
Service Data	Details of the electrical work requested and completed, installation certificates (e.g., EICR, EIC), scheduling information, survey notes, and quotes.
Technical & Usage Data	Information about how you use our website (if applicable), IP address, and browser type (usually collected via cookies)

Communication Data	Records of conversations, emails, and complaints.
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### How We May Collect Your Data

We collect data from and about you through various methods:

**Direct Interactions:** You provide us with your Identity, Contact, and Financial Data when you:

- Request a quote for work.
- Book our services.
- Fill out forms on our website or social media.
- Communicate with us via phone, email, or in person.

### The Legal Basis for Processing Your Data Under GDPR

We must have a lawful basis for processing your personal data. We rely on the following bases:

**Contractual Necessity:** Processing is necessary to provide you with a quote, perform the requested electrical work, and issue invoices (i.e., fulfilling our contract with you).

**Legal Obligation:** Processing is necessary to comply with legal obligations, such as retaining financial records for HMRC, issuing legally required installation certificates, and complying with consumer law.

**Legitimate Interest:** Where processing is necessary for our legitimate interests as a business, and your rights do not override those interests. This includes activities like maintaining business records, seeking professional advice (e.g., from an accountant), and responding to legal claims.

### How We Use Your Data (Purposes)

Your data is used specifically for the following purposes:

Purpose for Processing	Examples of Use	Lawful Basis under GDPR
Service Provision	To provide you with a quote, complete the electrical work you requested, and manage your guarantee.	Contract: Necessary for the performance of a contract with you or to take steps to enter one.
Billing & Finance	To manage payments, fees, and charges, and collect and recover money owed to us.	Contract and Legal Obligation: Necessary for us to comply with the law (e.g., tax and accounting regulations).
Customer Service	To respond to your enquiries, complaints, or feedback.	Legitimate Interests: Necessary for running our business, providing good customer service, and keeping our records updated.
Marketing (Optional)	To send you non-essential service updates or special offers (only with your explicit permission).	Consent: Where you have given clear, explicit consent to receive marketing communications.

## Sharing Your Personal Data

As a sole trader, we minimise the sharing of your data. We do not sell your personal data to any third parties. We may share your data with trusted third parties in the following circumstances:

**NAPIT:** As a NAPIT-registered installer, we share site address and installation details for notifying completed work to the relevant Local Authority Building Control (as required by law).

**HMRC & Accountants:** We share financial records (invoices and payments) to comply with UK tax law.

**IT & Service Providers:** We use trusted services for email, cloud storage, and invoicing (e.g., email service provider, bookkeeping software). We ensure these providers are GDPR compliant. We will never sell your personal data to third parties for marketing purposes.

**Subcontractors:** If we need to use a specialist electrician or tradesman to assist with your job, we will only share the necessary contact and site details.

**Law Enforcement:** When legally required to disclose or share your personal data to comply with a legal obligation.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

## Data Security and Retention

We take the security of your data seriously. We have implemented appropriate security measures, including password protection and encryption, to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way.

### **Data Retention**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

**Financial Records:** Maintained for a minimum of six years plus the current tax year, as required by HMRC.

**Installation Certificates/Job Records:** Retained for the lifetime of the installation/warranty period to satisfy legal liability requirements and support future work.

**Quotes (not accepted):** Deleted after six months.

## Your Legal Rights

Under GDPR, you have the following rights regarding your personal data:

**Right of Access:** The right to request a copy of the personal information we hold about you.

- **Right to Rectification:** The right to have incomplete or inaccurate information corrected.

- Right to Erasure ('Right to be forgotten'): The right to ask us to delete your personal data, subject to certain legal exemptions (e.g., where we must retain data for tax compliance).
- Right to Restrict Processing: The right to limit the way we use your data.
- Right to Data Portability: The right to request that we transfer your data to another service provider.
- Right to Object: The right to object to processing where we are relying on a legitimate interest.

If you wish to exercise any of these rights, please contact us using the details provided

### **Contact and Complaints**

If you have any questions about this Privacy Policy or wish to exercise any of your legal rights, please contact us at:

**Data Controller:** William HARLOW

**Email:** theelectricwizard@proton.me

**Telephone:** 07394127288

In Writing: The Electric Wizard, Merchants Place, 16 Church Street Cromer NR27 9ES

If you are not satisfied with our response to a request or complaint, you have the right to lodge a complaint with the UK's supervisory authority:

Information Commissioner's Office (ICO)

**Website:**

<https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fico.org.uk%2Fmake-a-complaint%2F&data=05%7C02%7Cwilliam.harlow%40norfolk.police.uk%7C6e868b771da64b5a92dd08de21b9c909%7C63c6bc72b09342dbbf8a14e2a998e211%7C0%7C0%7C638985278993467883%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiJlZjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoITWpjbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=4nzU3ftK4AbbwltS%2FImKz6G3PLnNkGQFVzx94pBDFhA%3D&reserved=0>

Telephone: 0303 123 1113