

# Armstrong Electrical (NE) Ltd. Privacy Policy

## **Our contact details**

Name: Armstrong Electrical (NE) Ltd

Address: 6 Whitchurch Close, Stockton-On-Tees. TS175BD.

Phone Number: 01642 959805

E-mail: stuart@armstrong-elec.co.uk

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

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Details of electrical works that we carried out on site

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

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

- To provide and maintain our service
- To survey and estimate for required work
- To insure our electrical work
- To comply with our complaints and resolution commitments
- To notify you about changes to our service and policies.

We may share this information with third party companies and individuals to facilitate our service and with professional bodies, including Napit and RECC

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

- **We have a contractual obligation.**
- **We have a legal obligation.**
- **We have a legitimate interest.**

## **How we store your personal information**

Your information is securely stored.

We keep personal information for the time required to meet our legal obligations. We will then dispose your information by deleting stored computer files.

## **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 Armstrong Electrical (NE) Ltd. 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 Armstrong Electrical (NE) Ltd.

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>