

## PRIVACY POLICY

### **Purpose**

The purpose of Winders Electrical Privacy Policy is to notify users of the practices regarding the collection, use, sharing, choices, security and correction options around information collect or maintained about them.

### **Policy**

#### **Notice**

- Winders Electrical is the sole owner of the information collected on our website or through other methods.
- We will not sell or rent this information to anyone.

#### **Purpose**

- We will use your information to respond to you based on the reason you contacted us.
- We only share your information with authorised business partners if it relates to processes related to your request.

#### **Consent**

We will not share your information with a third party without prior authorisation, except:

- To enforce our policy, to comply with law, regulation, or other legal processes or to protect the rights, property or safety of us or others.
- With a regulator or law enforcement agency or personnel
- In Emergency situations
- To protect against misuse or unauthorised use of our website or the Winders Electrical service.

#### **Security**

- We take precautions to protect your information both online and offline.
- Winders Electrical has implemented physical, administrative, and technical safeguards and operational procedures to protect information we collect and/or maintain.
- Transactions over the internet involving information are encrypted.
- We restrict access to your information in our database to authorised users.

## **Access & Rights**

- You may opt out of communication with us at any time
- You have the right to request access to copies of your data that we hold about you
- You have the right to request that we change / correct any data we have about you that you believe is inaccurate or out of date
- You have the right to request we delete your data, under certain conditions
- You have the right to request that we restrict the processing of your data, under certain conditions
- You have the right to object to the processing of your data, under certain conditions
- You have the right to request that we transfer the data we have collected to another organisation, person or directly to you, under certain conditions

## **Accountability**

- Winders Electrical has appointed a Data Protection Officer – Lisa Gessey, who is responsible for the protection of information.
- Winders Electrical is committed to resolving any complaints about your privacy and our collection or use of your personal information, and will do so within 1 month of complaint being received.

## **Cookies**

We collect information about you and your use of our website through the use of cookies. Cookies are small files that a website can store on your computer's hard drive for record-keeping or other administrative purposes. If you are concerned about the use of cookies, you can choose to enable a feature in your Brower software that will erase cookies, block all cookies, or warn the user before cookies are stored or exchanged. Our website includes links to other websites. This Privacy Policy does not apply to these links. We do not endorse and are not responsible for the operation or content of these websites. Please consult the privacy policy for each website you visit.

## **Updates**

- We may modify, alter, or update our privacy policy at any time, so we encourage you to review our policy frequently
- We will not provide individual notice to you of changes to our privacy policy, but when we make updates to our privacy policy, we will update the data in this section
- If you feel you are not abiding by this privacy policy, please contact us

## Disclosure

- What Data do we collect?
  - Personal Identification Information (Name, email address, mobile number, etc.)
  - Business Name & Address, Company Bank details, site details etc
  
- How do we collect your data?

You directly provide us with most of the data we collect. We collect and process data when you:

  - Request for us to tender works
  - Voluntarily complete a customer survey
  - Place an order for our services
  
- How will we use your data?
  - To submit estimates / Job Costing
  - To process orders
  - Manage your account
  - To undertake work on site
  - Use as Trade References
  
- How do we store your data?
  - Data is stored securely at our registered office, 128 Station Road, Glenfield, Leicester, LE3 8BR
  - We will keep your data for a period of 7 years after last correspondence. Once this time period has expired, we will delete your data.

## Contact us

If you have any questions or complaints about this policy, the data we hold on you, or you would like to exercise any of your rights you can contact us.

Email us at: [lisa@winderselectrical.co.uk](mailto:lisa@winderselectrical.co.uk)

Call us on: (0116) 2582520

Or write to us at: 128, Station Road, Glenfield, Leicester, LE3 8BR

Our policy was last updated on 28/04/2022