

## **Privacy Policy**

### **Peter A. Wright Electrical Ltd**

The General Data Protection Regulation (GDPR) comes into effect from 25 May 2018 and supersedes the Data Protection Act 1998. Peter A. Wright Electrical Ltd will continue to remain committed to protecting and processing your personal data in accordance with the new regulations.

#### **What is personal data?**

Any information related to a natural person or data subject that can be used to directly or indirectly identify the person. It can be anything from, a name, address, a photo, an email address, posts on social media network sites or a computer IP address and so on.

#### **Your personal data**

We will hold and process personal data for legitimate business purposes only. Your information will be used fairly and lawfully, kept for no longer than is absolutely necessary and kept safe and secure.

We do not sell your personal information or use it for direct marketing purposes.

As a service provider we will require your name, address(es), contact number(s) and ideally an email address for the purposes of quoting for work, carrying out work, invoicing and if relevant certification. For commercial and industrial customers we may also require a works order or purchase order.

#### **Data Retention**

Financial records must currently be kept for six years from the end of the last financial year but this may change from time to time if HMRC legislation/rules are amended. All invoices, quotes related to work carried out, job sheets, works orders and/or purchase orders will be held as part of the financial audit trail. Financial records after this period will then be deleted from our system and paperwork destroyed.

Quotations are valid for 30 days and will be retained on our system for 1 year before being deleted.

#### **Right of Access**

You have the right to request access to all personal data that we hold on you. Any request for access received will be actioned within one calendar month. Requests for data access can be made verbally or in writing. Our contact details are; telephone 01462 674441, Units 1-2 Green Lane 3 Industrial Estate, Green Lane, Letchworth Garden City, Hertfordshire SG6 1HP or email

alison@peterawrightelectrical.co.uk We would always recommend that a request of this nature is made in writing.

### **Right to Rectification**

You have the right to rectification for any personal data we hold on you. Any request for rectification received will be actioned within one calendar month. Requests can be made verbally or in writing and our contact details are as noted above. We would always recommend that a request of this nature is made in writing. Please note there may be a legitimate reason why we are unable to comply with your request and we will respond with our explanation within the prescribed time frame.

### **Right to Erasure**

You have the right to request that any personal data we hold on you is erased from our records. Any request for erasure received will be actioned within one calendar month. Requests can be made verbally or in writing and our contact details are as noted above. We would always recommend that a request of this nature is made in writing. Please note that there may be a legitimate reason why we are unable to comply with your request and we will respond with our explanation within the prescribed time frame.

### **Right to Complain**

If you are in anyway dissatisfied with the outcome of any request you have made to us, please contact us in the first instance. If you are still dissatisfied with our reply, then you have the right to contact the Information Commissioners Office (ICO) who is the supervisory authority responsible for data protection, with your complaint. They can be contacted on 0303 123 1113 or [ico.org.uk](http://ico.org.uk)