

Privacy Notice - May 2023

Ian Hulett Electrical and Handyman Services

This notice explains what happens when we process your personal information. It covers when and why we collect personal information, how we use it and what we do with it.

All processing of personal data will be in line with the General Data Protection Regulation (GDPR) and in accordance with general UK legislation.

It is important for you to read this so that you are properly informed and also are aware of your rights under GDPR.

Personal data is any information by which an individual person can be identified. This includes a name, an identification number, address, email address, IP address, photo, date of birth and phone number. This also covers any factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of a person.

Processing includes collection, recording, organising, storage, adapting, retrieval, use, erasure or destruction.

We are committed to keeping your information securely and with respect.

For any information please contact Ian Hulett at 77 Ruby's Walk, Fernwood, Newark Nottinghamshire, NG24 3FA.

Email: message4ian@live.co.uk Phone : 07872 931266

For independent advice about data protection issues you can contact the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF Email : casework@ico.org.uk Phone : 0303 123 1113 Website : www.ico.org.uk

1. What Information do we collect?

We only collect information when we need it to provide our services, to promote our services, to maintain our accounts and records and comply with UK law.

For general enquiries by phone, email, our Facebook Page 'Ian Hulett Electrical and Handyman Services' or any website we may have in the future.

- We will have your name, email and/or telephone number and the nature of your query and our reply

For Quotations and Contracts for our services

- We will have your name, address, email, telephone number and whatever further information necessary for the safe and successful provision of our services. Further information will also be obtained throughout until the service is concluded and will be kept in our records.

For commercial bookings for our services

- We will request the name and contact details of the person responsible on behalf of the company or business.
- We may request further information until the services are completed.
- All information may be kept with our records if we consider it to be necessary

We may send you details of Services and offers relating to the Service we have provided and which we believe may be of interest to you. You can request that we do not send any such information.

We may ask for your written consent to receive general marketing materials from us that we believe would be of interest to you. It is totally optional if you wish to give this consent.

We also process personal information about our suppliers, any employees, independent contractors, advisers and other professional experts.

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2. **Who will we share your data with?**

We sometimes need to share personal information with other organisations that we work with or who provide services on our behalf. When sharing information we will comply with all aspects of current data protection law.

Your data may be shared with other expert Service providers to the extent necessary for the provision of the agreed service as previously agreed with you.

Where necessary or required we share information with

- Business associates and other professional advisers

- Financial organisations
- Official bodies
- Suppliers and service providers

We never share personal information with any other organisation for third party marketing purposes

3. **The Legal Basis for the Processing**

The legal basis for processing shall be:

- The individual has given consent to the processing of their personal information
- The processing is necessary for the performance of a contract to which the individual is a party or in order to take steps at the request of the individual prior to entering into a contract
- Processing is necessary to comply with our legal obligations
- Processing is necessary for our legitimate interests or those of a third party except where overridden by the interests of the individual
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4. **Security of Processing**

We are implementing technical and organisational measures to ensure personal information processed remains secure but absolute security cannot be guaranteed.

5. **How long will we keep your data?**

Personal data is retained only as long as necessary to comply with statutory retention periods. At the end of those periods the data will be securely deleted provided it is no longer required to fulfil the contract or any legal proceedings

6. **Your rights**

We are committed to upholding your rights in respect of your personal data.

a. Right of Access

You have a right to ask us what personal information we hold about you and to request a free copy of your information. This is known as a Subject Access Request (SAR). SARs need to be in writing and we ask it is accompanied by proof of your identity and address.

If you want specific information e.g. a particular time frame please clarify this in your written confirmation of consent.

If someone is requesting information on your behalf we shall need your written consent and evidence of ID for both of you.

We have to comply you with the information you request within 30 days although we will endeavour to do so as soon as possible.

b. Right to Rectification

You can ask us to rectify your personal data if it is inaccurate or incomplete. Please assist us by informing us of any obvious changes.

c. Right to erasure

This is known as the 'right to be forgotten'. In some circumstances you can ask for your data to be deleted or removed. However we will need to consider each case on its circumstances and it may be that we are obliged to retain the data under our legal and other obligations.

d. Right to Withdraw Consent

Where consent forms the basis of processing you have the right to withdraw that consent at any time.

e. Right to Data Portability

You have the right to receive your data in a structured, commonly used and machine-readable format

f. Right to Object

You have the right to object to the processing of your data on grounds relating to your particular situation.

7. **Complaints**

In the first instance please send any complaints to Ian Hulett as above. If you are not satisfied with the response then you should contact the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Email : casework@ico.org.uk Phone : 0303 123 1113 Website : www.ico.org.uk

8. **General**

You may not transfer any of your rights under this Privacy Notice to any other person. We may transfer our rights where we reasonably believe your rights will not be affected.

This Notice will be governed by the laws of England.

This Notice will be updated from time to time and a copy of the latest version will be on our Facebook Page and any website