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COTTRELL
ELECTRICAL SERVICES

Privacy Notice

W Cottrell Ltd is committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

1. Definitions

Data controller - A controller determines the purposes and means of processing personal data.

Data processor - A processor is responsible for processing personal data on behalf of a controller.

Data subject – Natural person

Categories of data: Personal data and special categories of personal data

Personal data - The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Special categories personal data - The GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, and trade union membership, and political opinions, religious or philosophical beliefs.

Processing - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation,

use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorized to process personal data.

2. Who are we?

Cottrell Electrical Services is the data controller. This means we decide how your personal data is processed and for what purposes. For all data matters contact our data representative on Tel 0151 733 5100 or e-mail info@cottrellelectrical.co.uk.

3. The purpose(s) of processing your personal data

As a contractor we may request personal information from you, like your name, e-mail address, company name or telephone number. Your response to these inquiries is strictly voluntary. We access information when needed to maintain accounts, ensure that our services are meeting user needs, To accurately deploy operatives to your premises, when considering a request for additional services or when exercising our rights under the law or any agreement with you. We continually access new technology for protecting this information. Our employees are trained to understand and comply with these information principles.

4. The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data: **Personnel data**.

- Name
- Address
- Telephone
- Email
- Address if other i.e.,
- Name and Contact details if other I.e. if access to property's is through a third party.
- Credit card/debit card payments (We do not store card details)

5. Legal basis for processing your personal data.

Our lawful basis for processing your general personal data:

- Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract i.e., To enhance, modify, personalise or otherwise improve our services/communications for the benefit of our customers, to formalise and protect agreements relating to specifications and agreed limitations of works and services.

- Processing necessary to assure and assist compliance with a legal obligation to protecting consumer rights and product warranties. Formalising adherence to compliances with external trade certification bodies and local authorities.

6. Sharing your personal data

Your personal data will be treated as strictly confidential, some information i.e., name and address will be shared only where applicable to Industry Organizations that certificate the service we carry out on your behalf i.e., N.I.C.E.I.C, S.S.A.I.B. Those certification bodies will have been vetted and verified to hold any information we provide responsibly and confidentially in accordance with GDPR regulations. Details of their privacy policies can be found on their associated websites.

7. How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary and we only retain your data for the purposes of accounting and to assist after sales queries and manufacturer's warranty obligations.

8. Providing us with your personal data

You are under no statutory or contractual requirement or obligation to provide us with your personal data however, failure to do so will limit or prevent the service being requested.

9. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

10. Transfer of Data Abroad

We do not transfer personal data outside the EEA

11. Automated Decision Making

We do not use any form of automated decision making in our business.

12. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

13. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

14. How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact our data representative on Tel 0151 733 5100.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

