

Privacy Policy

This policy applies to information we collect when you choose to use this website, and also to personal information which we process further to supplying services to our clients [and when we receive goods from our suppliers].

We take your privacy very seriously and we ask that you read this privacy policy carefully as it contains important information on the personal information we collect about you; what we do with your information and who your information might be shared with.

Who we are

This website is owned by PP Electric Services Limited and our registered office is at Unit 3, Brunel Business Court, Eastern Way, Bury St Edmunds, Suffolk IP32 7AJ, United Kingdom. PP Electric Services Limited ('we' or 'us') are a 'data controller' for the purposes of the General Data Protection Regulation ('GDPR') (as applicable the "Legislation") where we control the purposes for which we process your personal information. We will take all appropriate steps to ensure compliance with the Legislation.

Any questions about our data protection policy or how we handle your personal data should be addressed to PP Electric Services. (See 'How to contact us' below.)

What information do we collect?

We collect personal information about you (such as your name, address, email address and contact details), when you make an enquiry, register with us or purchase products or services from us.

Use of cookies

A cookie is a small text file which is placed onto your computer (or other electronic device) when you use our website. We use cookies on our website.

This website uses a cookie control system allowing you on each visit to the website to allow or disallow the use of cookies on your computer/device. This complies with recent legislation requirements for websites to obtain explicit consent from users.

For example, we may monitor how many times you visit the website, which pages you go to, traffic data, location data and the originating domain name of a user's internet service provider, to improve the user's experience whilst visiting the website, and better understand how you use it. This information helps us to build a profile of our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually.

You can set your browser not to accept cookies and the websites below tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

For further information on cookies generally visit www.aboutcookies.org or www.allaboutcookies.org.

Third Party Cookies: These are cookies set on your machine by external websites whose services are used on this site. In order to implement these buttons, and connect them to the relevant social networks and external sites, there are scripts from domains outside of our websites. You should be aware that these sites are likely to be collecting information about what you are doing all around the internet, including on our website. You should check the respective policies of each of these sites to see how exactly they use your information and to find out how to opt out, or delete, such information.

Who do we share your personal information with?

We may send information about you to law enforcement agencies in connection with any investigation to help prevent unlawful activity.

We do not send your data outside the EEA.

How will we use the information about you?

We process information about you so that we can:

- identify you and manage any accounts you hold with us
- provide the services requested
- detect and prevent fraud
- notify you of any changes to our website or to our services that may affect you

Keeping your data secure

Our staff are bound by obligations of confidentiality and trained in the protection of personal data. We will take all reasonable steps to comply with the Legislation and use the appropriate technical and organisational measures necessary to safeguard your personal data. We only share your personal data with third parties who also comply with the Legislation.

While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that is transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us (see 'How can you contact us?' below).

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

Retention Periods

We store your personal data on secure servers for a period of:

- [] years]/[] months] from the date on which you cease to be a client of ours
- until you ask us to destroy it

in each case unless the law requires us to store the data for a longer period.

What rights do you have?

The GDPR provides the following rights for individuals whose personal data is processed:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object to processing

8. Rights in relation to automated decision making and profiling [(We do not carry out automated decision making and profiling)]

Right to lodge a complaint with the Supervisory Authority

If you have any concerns or complaints about how we use your personal data we hope you will alert us to these directly (see the Contact information below). You are entitled to complain to the Information Commissioners Office (ICO) which is the supervisory authority in the UK. Their contact details and the procedure can be found at www.ico.gov.uk

How to contact us

Please contact us if you have any questions about this privacy policy or the information we hold about you.

If you wish to contact us about any other matter, please send an email to sales@ppelectricservices.co.uk or write to us at PP Electric Services Limited, Unit 3, Brunel Business Court, Eastern Way, Bury St Edmunds, Suffolk IP32 7AJ.

Changes to the privacy policy

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website or use our services.

PP Electric Services
June 2018