

Halesowen Electrical

Privacy Policy

Last updated: 19 August 2025

At Halesowen Electrical, we are committed to protecting the privacy of our customers. This policy explains what personal information we collect, how we use it, and how we keep it secure.

1. Information We Collect

We only collect basic personal information necessary to carry out our services, including:

- Name
- Address
- Phone number

We do not collect or store any financial information such as bank details or payment card data.

2. How We Use Your Information

We use your information solely for the following purposes:

- Arranging and providing electrical installation and maintenance services
- Communicating with you regarding appointments, quotations, and service updates
- Maintaining internal records of work for legal and administrative purposes

3. Lawful Basis for Processing

We collect and process your information based on legitimate interest, as it is necessary to deliver our services, respond to your enquiries, and manage our customer relationships.

4. GDPR Compliance

We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Your data will:

- Be processed lawfully, fairly, and transparently
- Be collected only for specified, explicit, and legitimate purposes
- Be limited to what is necessary
- Be kept accurate and up to date
- Be stored securely and retained only as long as necessary
- Not be transferred outside the UK/EEA without appropriate safeguards in place

5. Information Sharing

We do not sell, rent, or share your personal data with any third-party companies for marketing purposes. Your details may be shared with trusted subcontractors or suppliers only where necessary to complete work you have requested, and always under confidentiality obligations.

6. Data Storage and Security

We store your personal information securely and take appropriate measures to prevent unauthorised access, loss, or misuse. We retain your information only for as long as needed to fulfil the purposes outlined in this policy or to comply with legal and regulatory requirements.

7. Your Rights

Under the UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request that we correct or update your data
- Request erasure of your data (where legally applicable)
- Restrict or object to the processing of your data
- Data portability (where applicable)
- Lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data has been mishandled

To exercise any of these rights, please contact us using the details below.

8. Contact Us

If you have any questions about this privacy policy or how we handle your information, please contact:

Halesowen Electrical

Website: www.halesowen-electrical.co.uk

Email: info@halesowen-electrical.co.uk