



# DATA PROTECTION POLICY

**Last reviewed July 2019**



91 Greenhaze Lane | Great Cambourne | Cambridgeshire | CB23 5EF

**Mobile** 07971 786980 | **Telephone** 01954 719612

**Email** [info@ah-electrical.org.uk](mailto:info@ah-electrical.org.uk) | **Website** [www.ah-electrical.org.uk](http://www.ah-electrical.org.uk)

# AH Electrical (Cambridge) Ltd

## Data Protection Policy

AH Electrical (Cambridge) Ltd are a Cambridge based electrical company providing electrician services for both domestic and commercial customers.

With over 25 years of experience, you can trust us to get the job done.

We are friendly and reliable and offer competitively priced electrical services.

### Contact Information

AH Electrical (Cambridge) Ltd

91 Greenhaze Lane, Cambridge, CB23 5EF

07971 786 980



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# Data Protection Policy

At AH Electrical (Cambridge) Ltd we are committed to protecting all personal information and being transparent about what we do with it. We are committed to using all personal information in accordance with all applicable laws concerning the protection of personal information and not to do anything with information that wouldn't be reasonably expectable.

This Data Protection Policy explains:

- how AH Electrical may obtain your personal information
- what information we collect
- how we will use that information
- who we share your information with
- your choices regarding your information we hold

If you have any questions about this Data Protection Policy, please contact our Data Protection Compliance Officer at AH Electrical (Cambridge) Ltd, emailing [info@ah-electrical.org.uk](mailto:info@ah-electrical.org.uk), or telephone 07971786980.



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## How do we obtain your personal information?

We collect information in the following ways:

- **When you give it to us directly**

You may give us your information in order to request a quotation for work, when you contact us to ask about our services, seek assistance, or otherwise give us personal information.

Sometimes when you contact us, your information is collected or processed by an organisation working for us, for example, a data processing company & financial processing company. Where they are doing it purely on behalf of AH Electrical, we will be responsible for your information at all times.

- **When you give permission to other parties to share it with us**

Your information may be shared with us by an individual working for your company or organisation, for example a caretaker at a school. We will believe that these individual third parties will only do so when you have indicated that you wish them to contact AH Electrical (Cambridge) Ltd with your consent.

We may also obtain information about you from a family member or a friend who contacts us on your behalf and passes on your details to us.

- **When your information is available publicly or from other external sources**

We may combine information that we already have about you with information available publicly or information available from external sources in order to gain a better understanding of you and to improve our products and services. Such information could be for example, socio-demographic and lifestyle information.

The information we get from other external sources may depend on your privacy settings or the responses you give, so you should regularly check them. For example, you may have provided permission for a company or other organisation to share your data with third parties including contractors. This could be when you buy a product or service, register for an online competition or sign up with a comparison or trade site.

Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, you might give us permission to access information from those accounts or services.

We may also obtain information about you where it is publicly available and found in places such as Companies House, Land Registry website and information that is published in articles and newspapers.



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## What information do we collect?

Personal information is any information that can be used to identify you. For example, it can include information such as your name, date of birth, email address, postal address, telephone number and credit/debit card details, as well as information relating to your health or personal circumstances.

Data protection law recognises that certain categories of personal information are more sensitive. This is known as sensitive personal information and covers health information, racial or ethnic origin, religious beliefs or other beliefs or a similar nature, political opinion and trade union membership. We would only collect sensitive personal information where there is a clear need to do. Before collecting any sensitive personal information about you we will make it clear to you what information we are collecting and the purposes for collecting such.

## How do we use your information?

How we use your information would largely depend on why you are providing it. We may use your information in the ways set out below.

- We use your personal information to give you the information, support, services, or products you ask for.
- We use your information to gain a full understanding of your situation so we can develop and offer you the best possible personalised services.
- We use your information to keep a record of your relationship with us and for internal administrative purposes (such as our accounting and records), and to let you know about changes to our services or policies and to fulfil your requests for our services. We use your personal information to look into, and respond to, complaints, legal claims or other issues.
- We use personal data to carry out statistical analysis and research in order to help us to understand how we are performing and how we can improve our services and meet the needs of our customers.
- We may also use your personal information for other purposes which we specifically notify you about and, where appropriate, obtain your consent.

## Who do we share your information with?

We will not sell your details to any third parties, but we may sometimes share your information with our trusted service providers who are authorised to act on our behalf, associated organisations who work on our behalf, or whom we work with in partnership to deliver and improve our services. This includes suppliers whom may be delivering products to allow us to fulfil our service to you.



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When we collect your personal information, we use strict procedures and security features to prevent unauthorised access. However, no data transmission over the Internet is 100% secure. As a result, while we try to protect your personal information, AH Electrical (Cambridge) Ltd cannot guarantee the security of any information you transmit to us and you do so at your own risk.

## Accessing and updating your personal information

You can request access to any information we hold about you by contacting our Data Protection Compliance Officer at AH Electrical (Cambridge) Ltd by emailing [info@ah-electrical.org.uk](mailto:info@ah-electrical.org.uk), or telephone 07971786989. Equally, please let us know of any changes to your personal information.

You can also let us know if you would no longer like to receive communication from us or if you would prefer us not to profile you for the purposes of targeting or tailoring our services, by emailing [info@ah-electrical.org.uk](mailto:info@ah-electrical.org.uk) or calling us on 07971786980.



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