

Privacy notice and consent

This notice explains how information about you is collected and used. This website is operated by Concept Controls Solutions Limited t/a Ian Legg Electrical Services

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

Ian Legg Electrical Services ('we') are a 'data controller' for the purposes of the Data Protection Act 1998. This means we are responsible for, and control the processing of, your personal information. The person responsible for how we handle personal information can be reached on the following Email Address: office@ianleggelectricalservices.co.uk

What information we collect?

Personal information provided by you

We collect personal information about you (such as your name, postal address, email address, phone numbers,) when you receive a service from us, such as getting a quote or have electrical work carried out.

Personal information provided by third parties

Occasionally we may receive information about you from other sources (such as credit reference agencies), which we will add to the information we already hold about you in order to help us provide services to you and to improve and personalise our service to you.

Personal information about other individuals

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:

- give consent on his/her behalf to the processing of his/her personal data;
- receive on his/her behalf any data protection notices

Sensitive personal information

We will not usually ask you to provide sensitive personal information. We will only ask you to provide sensitive personal information if we need to for a specific reason, for example, if we believe you are having difficulty dealing with your account due to illness. If we request such information, we will explain why we are requesting it and how we intend to use it. We will only collect your sensitive personal information with your explicit consent.

Children

We do not knowingly collect personal data relating to children under the age of 16. If you are a parent or guardian of a child under the age of 16 and think that we may have information relating to that child, please contact us at office@ianleggelectricalservice.co.uk. We will ask you to prove your relationship to the child but if you do so you may (subject to applicable law) request access to and deletion of that child's personal data.

How do we collect information from you?

We gather information directly from you via telephone, email, SMS or in person.

We may monitor and record communications with you (such as telephone conversations and emails). We may do this for a number of reasons, such as to check the quality of our customer service, for training purposes, to prevent fraud or to make sure we are complying with legal requirements.

How will we use the information about you?

We collect information about you for a number of reasons.

- identify you and manage any accounts you hold with us;
- contact you for reasons related to the service you have agreed to or to provide information you have requested;
- deal with payment for our services;
- notify you of any changes to our website or to our services that may affect you;
- do a credit check—see 'Credit checking' section below;
- resolve disputes or collect overdue payments;

We may also collect personal information to comply with our legal obligations, for example to comply with anti-money laundering and counter-terrorist financing requirements.

So that we can make sure we give a high quality service, we collect personal information to:

- improve our services;
- detect and prevent fraud;
- carry out security vetting;
- prevent offensive, inappropriate or objectionable content being sent to or posted on our sites or to stop any other form of disruptive behaviour; and

If we propose to use your information for any other uses we will ensure that we notify you first. If we need your consent to use your information for these other purposes, we will give you the opportunity to opt in or to refuse. If you opt in, you will be able to opt out at any time.

When will we contact you?

We may contact you to let you know about any changes to the service you have agreed to or to provide information you have requested.

When will we contact any other person about you?

If you provide us with details of any other person we can contact to discuss your account, we may contact that person and discuss and share the details of your account with that person and deal with that person in relation to your account as if that person was you. We may particularly want to do this if we are unable to get in touch with you for any reason. If you change your mind, you can email or write to us and have this person taken off your account as an alternate contact person (see 'How can you contact us?' below).

Who your information might be shared with

We may disclose your personal data to:

- service providers under contract with us to support our business operations, such as fraud prevention, debt collection, technology services and credit reference agents;

- trade associations of which we are a member;
- law enforcement or government agencies in connection with any investigation to help prevent or detect unlawful activity;
- any person or agency if we need to share that information to comply with the law or to enforce any agreement we may have with you or to protect the health and safety of any person;
- any person who you have named as a person we can contact to discuss your account;
- any person who is your agent or representative, such as the holder of a power of attorney, a legal guardian or person administering a will;
- credit card associations if specifically required;

Keeping your data secure

We will use technical and organisational measures to safeguard your personal data.

We have strict security and confidentiality procedures covering the storage and disclosure of your information in order to keep it safe and to prevent unauthorised access. We only allow certain authorised employees to have access to your personal information who need to use it to fulfil their job responsibilities.

Our website contains links to websites and applications owned and operated by other people and businesses. These third party sites have their own privacy policies and use their own cookies and we recommend that you review them before you provide them with personal information. They will tell you how your personal information is collected and used whilst you are visiting these other websites. We do not accept any responsibility or liability for the content of these sites or the use of your information collected by any of these other sites and you use these other sites at your own risk.

Right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy of some or all of it, please:

- email, call or write to us (see 'How can you contact us?' below)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information you want a copy of, including any account or reference numbers, if you have them

We will not charge any fee for this service in most cases.

Right to be forgotten

You can ask us to delete the data we hold about you in certain circumstance. You can do this if it is no longer necessary for us to hold the data for the purpose it was collected, or if we are using it without your consent or you have to ask us to delete it to comply with any of your legal obligations. You can also do this if you originally gave your consent to us using your information and you want to change your mind, If you would like to do this, please:

- email, call or write to us (see 'How can you contact us?' below).
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know why you would like us to delete your data from our systems.

We will take steps to make sure the information is deleted from our systems and by any people who are processing your information for us unless we have to carry on using the information for legal reasons.

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, please send an email to office@ianleggelectricalservices or write to us at 19 Walnut Grove, Braintree, Essex, CM7 2LW or call us on 01376 342154

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 our website.