



PRIVACY POLICY

- **WHO AND WHAT THIS POLICY APPLIES TO**

- C Tweed Electrical (**we, us or our**) provides the products and services offered on the website www.ctweedelectrical.co.uk (**Website**).
- For the purposes of the *Data Protection Act 1998* and *General Data Protection (Regulation)*, we are the data controller.
- We have adopted this policy to ensure that we have standards in place to protect the data that we collect about you that is necessary and incidental to:
 - providing the products and services that we offer; and
 - the normal day-to-day operations of our business.
- By publishing this policy, we aim to make it easy for our users, customers and the public to understand what data we collect and store, why we do so, how we receive and/or obtain that information, and the rights you have with respect to your data in our possession.

- **WHO AND WHAT THIS POLICY APPLIES TO**

- We handle data in our own right and also for and on behalf of our customers and users.
- The policy applies to all forms of information, physical and digital, whether collected or stored electronically or in hardcopy.
- If, at any time, you provide data or other information about someone other than yourself, you warrant that you have that person's consent to provide such information for the purpose specified.

- **THE INFORMATION WE COLLECT**

- In the course of business, it is necessary for us to collect data. This information allows us to identify who you are for the purposes of our business, contact you in the ordinary course of business and transact with you. Without limitation, the type of information we may collect is:
 - **Contact Information.** We may collect information such as your email address, mobile and/or landline telephone number, address, and other information that allows us to contact you.
- We may also collect anonymous non-data about you such as information regarding your computer, network and browser (including an IP address).

- **HOW DATA IS STORED**

- The data that we collect from you will be stored on a local office computer and on third party (NICEIC) systems for certification purposes.
- We will retain data for the period necessary to fulfil the purposes outlined in this policy unless a longer retention period is required or permitted by law (for example financial or certification purposes).

- **ACCESS TO YOUR PERSONAL INFORMATION**

- You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer Chris Tweed at chris@ctweedelectrical.co.uk

- **COOKIE POLICY**

- Our Website may use cookies to distinguish you from other users of our Website. This helps us to provide you with a good experience when you browse our Website. Your consent will be obtained prior to our use of cookies on our Platform and you are able to revoke that consent following the procedure below.
- A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your device if you agree. Cookies contain information that is transferred to your device's hard drive. You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our Website for which we require the use of cookies.

- **THE SAFETY & SECURITY OF DATA**

- We will take all reasonable precautions to protect your data from unauthorised access.
- The security of communications sent by electronic means or by post cannot be guaranteed. When you provide information to us via the internet or by post, you do so at your own risk. We cannot accept responsibility for misuse or loss of, or unauthorised access to, data, where the security of information is not within our control.
- If you suspect any misuse or loss of, or unauthorised access to, your data, you should let us know immediately.

- **HOW TO ACCESS AND/OR UPDATE INFORMATION**

- You have the right to request from us the data that we have about you.
- Information will be provided within one month of receipt of the request.
- We will correct any errors in the data we hold on you within one month of receiving written notice from you about these errors.
- You have the right to request that information held on you by C Tweed Electrical is erased, where there are no additional legal and/or regulatory requirements for doing so (e.g. Financial and Certification purposes).

- **CONTACTING US**

- All correspondence relating to privacy should be addressed to (by email where possible):
chris@ctweedelectrical.co.uk
The Data Controller,
C Tweed Electrical
17 Manor End
Uckfield
East Sussex
TN22 1DN