

## **Introduction**

This website privacy policy describes how 1st Class Electrical (Poole) Ltd stores, uses and makes secure any personal information you may provide to us.

If you are asked to provide information when using this website, it will only be used in the ways described in this privacy policy. This policy is updated from time to time.

We gather and use certain information about individuals in order to provide products and services and to enable certain functions on this website.

We also collect information to better understand how visitors use this website and to present timely, relevant information to them.

## **What Data We Gather**

We may collect the following information:

- Name and job title
- Contact information including email address
- Demographic information, such as postcode, preferences and interests
- Website usage data
- Other information relevant to client enquiries

## **How We Use This Data**

Collecting this data helps us understand what you are looking for from the company, enabling us to deliver improved products and services.

Specifically, we may use data:

- For our own internal records
- To improve the products and services we provide
- To contact you in response to a specific enquiry
- To customise the website for you
- To send you promotional emails about products, services, offers and other things we think might be relevant to you, if you give us your permission to do so
- To contact you via email, telephone or mail for market research reasons

Personal data will be only kept for an appropriate period and will be deleted thereafter.

## **Cookies And How We Use Them**

### ***What Is A Cookie?***

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.

Cookies allow websites and applications to store your preferences to present content, options or functions that are specific to you. They also enable us to see information like how many people use the website and what pages they tend to visit.

### ***How We Use Cookies***

We may use cookies to:

Analyse our web traffic using an analytics package. Aggregated usage data helps us improve the website structure, design, content and functions.

- Identify whether you are signed in to our website. A cookie allows us to check whether you are signed in to the site.
- Test content on our website. For example, some of our users might see one piece of content, the other users may see a different piece of content.
- Store information about your preferences. The website can then present you with information you will find more relevant and interesting.
- To recognise when you return to our website. We may show your relevant content or provide functionality you used previously.

Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

### ***Controlling Cookies***

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies.

However, please note that doing this may affect how our website functions. Some pages and services may become unavailable to you.

## **Controlling Information About You**

When you fill in a form or provide your details on our website, you may see one or more tick boxes allowing you to opt-in to receive communications from us by email, telephone, text message or post.

If you have agreed that we can use your personal data, you can change your mind easily, via one of these methods:

- Send an email to: [tracey@1stclasselectrical.com](mailto:tracey@1stclasselectrical.com)
- Write to us at:

1st Class Electrical (Poole) Ltd  
26 Lower Blandford Road  
Broadstone  
Dorset, BH18 8NX

We will never pass, distribute or sell your personal information to third parties unless we have your explicit permission, or the following circumstances apply:

- a. If we sell any or all our business to the buyer.
- b. Where we are legally required by law to disclose your personal information.
- c. To further fraud protection and reduce the risk of fraud.
- d. To provide our suppliers with data they require to ensure delivery of your product or service. Should we supply your data to a supplier we will seek to ensure they have a nominated data controller. Any other data controller will ensure that your personal data is only used for the purposes of delivering products or services, and not for marketing purposes.

Any personal information we hold about you is stored and processed under our data protection policy, in line with the Data Protection Act 1998 and General Data Protection Regulations.

## **Security**

We will always hold your information securely.

To prevent unauthorised disclosure or access to your information, we have implemented strong physical and electronic security safeguards. We also follow stringent procedures to ensure we work with all personal data in line with GDPR.

The security of your personal Information is important to us but remember that no method of transmission over the Internet, or method of electronic storage, is completely secure. While we strive to use commercially acceptable means to protect your Information, we cannot guarantee its absolute security.

## **Links From Our Site**

Our website may contain links to other websites.

Please note that we have no control of websites outside our domain. If you provide information to a website to which we link, we are not responsible for its protection and privacy.

Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.

## **Data Controller**

We have a nominated individual who controls and is responsible for the keeping and use of your personal information. This person is called a data controller. Their contact email for these purposes is [tracey@1stclasselectrical.com](mailto:tracey@1stclasselectrical.com)

## **Subject Access Request**

In accordance with Section 7 of the Data Protection Act 1998 you have the right to access any information that we hold relating to you. This is commonly referred to as a subject access request. Please note that we reserve the right to charge a fee of £10 to cover the costs incurred by us in providing you with the information.

## **Right to Withdrawal**

You have the right to withdraw your personal data at any time that you wish to do so. If you decide that you no longer wish us to hold your personal data, then please contact us at [tracey@1stclasselectrical.com](mailto:tracey@1stclasselectrical.com) with your request.

## **Complaints**

Should you be concerned that your information has not been handled correctly, such as being lost or disclosed to others without your permission, then you have the right to complain. You should contact our data controller on [tracey@1stclasselectrical.com](mailto:tracey@1stclasselectrical.com) outlining your concerns and they will try to resolve the matter with you. Should you feel that you wish to escalate your complaint then you should contact the Information Commissioners Office, details below:

[www.ico.org.uk](http://www.ico.org.uk)

Telephone      **0303 123 1113**

## **Contact Us**

If you have any questions about this policy, please email [tracey@1stclasselectrical.com](mailto:tracey@1stclasselectrical.com) or write to:

1st Class Electrical (Poole) Ltd  
26 Lower Blandford Road  
Broadstone  
Dorset, BH18 8NX