



Privacy Policy

Our contact details

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This document is to explain the privacy policy of RWH Electrical regarding all matters concerning customer data.

This document has been created using the UK GDPR Act 2018 guidelines provided by the ICO (Information Commissioner's Office) the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have contacted us to enquire about any of the services we provide. This contact will typically have been made via either a direct phone call or email.

Important:

- We do not share this information with any 3rd party
- We do not receive any personal information from any 3rd party
- We do not run advertising or marketing promotions therefore you will not receive any unsolicited communications from us under any circumstances.

We use the information that you have given us in order to maintain communication only for as long is required.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

Your consent. You are able to remove your consent at any time. You can do this by using the contact details provided in this document.

How we store your personal information

Your information is securely stored either at the above location or on secured electronic devices.

We will periodically dispose of your information should it no longer be required unless we are required to maintain a record for various reasons such as financial, legal or security matters.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the contact details provided in this document if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using the contact details provided in this document.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ICO website: <https://www.ico.org.uk>