



Customer Privacy Notice—GDPR Compliant

RECORD OF POLICY REVIEWS

Date	Review Number	Section Reviewed	Amended by	Checked by	Approved by
17/09/2018	1	All	No Amendments Required		
02/10/2019	2	All	No Amendments Required	D NAULLS	N COOPER
24/09/2020	3	All	No Amendments Required	D Naulls	N Cooper

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

Who we are

Wally Mays (Contractors) Limited collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The personal information we collect and use

Information collected by us

In the course of *relevant activities* we collect the following personal information when you provide it to us:

- names of persons placing orders, requesting services, address, payment details and other categories of personal data.

Information collected from other sources

We also obtain personal information from other sources as follows:

- financial from eg banks, building societies, HMRC.
- Credit reference agencies

How we use your personal information

We use your personal information to:

- process your order for our services
- provide you with our services

Who we share your personal information with

We routinely share your name and address details) with subcontractors and parts delivery companies(eg our third party suppliers). For a list of 'our third party suppliers' please contact the office. This data sharing enables them to provide you with our services as quickly and efficiently as possible.

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

Whether information has to be provided by you, and if so why

The provision of personal data (eg name, address, address for works to be carried out etc) is required from you to enable us to undertake the work that you have requested, usually

including electrical and other ancillary works. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

How long your personal information will be kept

- We will hold name, address and contact details for 36 months. The reason we retain it for this period is our guarantee period – to identify persons we provide services to.

Reasons we can collect and use your personal information

We rely on processing as necessary for the performance of our contract with you and as our lawful basis for collecting and using your personal data.

If we are supplying a certificate for our works we will also process your personal data for to ensure compliance with our legal obligations.

Consequences of our use of your personal information

The main consequence is to ensure we carry out our contractual obligations to you as quickly and efficiently as possible, we also hold information for invoicing purposes, our audit and accounting purposes and to ensure we can trace work done particularly if that work has come with a guarantee or we have certified it.

Your rights

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us,
- let us have enough information to identify you (*eg name, account number, address, date work undertaken*),
- 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 to which your request relates, including any account or reference numbers, if you have them.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: *0303 123 1113*.

Changes to this privacy notice

This privacy notice was published on 10 September 2018 and last updated on 10 September 2018.

We may change this privacy notice from time to time, when we do we will inform you via letter or email.

How to contact us

Please contact us if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact us, please send an email to info@wallymays.karoo.co.uk, write to Unit 6, Hamburg Technology Park, Hamburg Road, Sutton Fields Industrial Estate, Hull, East Yorkshire HU7 0WD or call 01482 324077.