



Cornflower House, Cornflower Close, Maidstone, ME14 5UL

Privacy Policy Statement

It is ETE Electrical Contractors Ltd (“we”, “us” & “ETE”) policy to comply with the requirements of the General Data Protection Regulation regarding how our organisation obtains, stores, processes and disposes of personal data.

This Privacy statement explains what information we collect about you, how we use your information, the reasons we may have to need to disclose your personal data to others and how we securely store your personal data.

How we use your information and why

We use your information in the following ways:

- a. To provide you with quotations
- b. To provide you with produces and services
- c. To comply with contractual obligations
- d. To provide customer care
- e. Invoicing, billing and account purposes

How we collect personal information

We collect information about you in a variety of different ways when you contact us for a quotation, to undertake work or technical advice:

- a. By phone
- b. Email
- c. Through our website and the website contact form
- d. When you use third party websites (“CheckaTrade” or other sites like “CheckaTrade”)
- e. Social media
- f. Business partners we have a formal relationship with

Personal information which we collect

The personal data that we may collect from you includes your:

- a. Full Name
- b. Trading name and Company name
- c. Invoicing address
- d. email address
- e. Contact phone numbers and details
- f. Delivery address and details including any site contacts
- g. We may also record certain details of how you use our website, such as the website you come from or are going to

We may also collect other information when applying for trade account or sub-contracting for us:

- h. Bank details
- i. Company registration number, VAT number
- j. Accounting activities including historical payment information, references

With whom we share your information

- a. ETE will never sell your information to third parties for marketing or advertising purposes
- b. We may pass your information to third parties for the provision of services
- c. We may share your information with our suppliers and delivery or products by couriers

What ETE does to protect your personal information

We take appropriate technical and organisational measures to ensure that the information disclosed to us is kept secure both electronic and paper filing systems

This means that sometimes we may ask you for proof of identity or for other personal information before we can process your call or service

While we do our best to protect your personal information, we cannot guarantee the security of any information that is transmitted by the internet or post

In the event of a data breach, we will ensure that all obligations and requirements under applicable data protection laws are met, and appropriate declarations made where necessary.

Your rights:

Under the terms of the GDPR you have several rights you can enact regarding our use of your data. For example, you have the right to ask us to see the data we hold about you and ask us to update any information we hold about you that might be incorrect.

In certain circumstances you have the right to ask us to stop using your data or to delete it altogether. However, it is worth noting that preventing the use or processing of your personal data may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our products or services

Should you wish to exercise any of these rights, please contact us in writing at enquiries@etelectric.co.uk, and we will respond to your request in accordance with our obligations under all applicable data protection regulation.

If you are unhappy with the management of your information you have the right to complain directly to Information Commissioner at:

Email <https://ico.org.uk/concerns/>
Phone No. 0303 123 1113