



Pears Electrical

Privacy Policy

What Data Do We Hold, Why And For How Long?

We hold records of normal customer contact information (names, addresses, phone and mobile numbers, e-mail addresses) to enable normal business processes such as site visits, quotations, preparation of electrical certificates, invoices and normal communication for example letters and e-mails. The amount of time we hold this information depends on the type of work we have done for you as follows:

- Where we have done work requiring an Electrical Installation Condition Report, or an Electrical Installation Certificate, we will hold your details for 12 years
- For all other types of work, we will hold you data for 6 years

We also hold copies of electrical test certificates for up to 12 years covering work we have done for customers in case these are needed by us or by them in the future. These can be required for example when houses are bought or sold.

Our website does not use cookies, but the site might link to websites which do use cookies; we are not responsible for the use of cookies outside the Pears Electrical Website.

The Legal Basis On Which We Hold Your Data

The legal basis on which we hold your data is under a contract or contracts where you have asked us to carry out electrical work for you.

What Other Ways Might We Use Your Data?

We currently have no plans to use your data in any ways other than those described above. If this changes, we will contact you first to ask for your permission. Example of ways we might wish to use your data in the future include

- a survey of customers to find out the extent to which we are meeting customer requirements. (This would normally only include customers for whom we have done work during the preceding 12 months)
- a newsletter providing information we feel might be useful to customers such as the effects of lightning strikes or rodents on your installation.
- a newsletter promoting our existing or new service offerings.

However, we emphasise that we currently have no plans to do this and will obtain your permission before we do.

Who Do We Share Your Data With?

We promise not to share your contact information or test certificates with any third party other than for the following purposes:

- Cloud based business processing and communications software and data back-up facilities
- Building control via Napit where work is legally required to be notified to Building Control or insured with Napit.
- Electrical wholesalers where heavy items are required to be delivered direct to site
- At your specific request another tradesperson whom you wish to contact you.
- To register for warranty on your behalf - a supplier of electrical items.
- Copies of test certificates to organisations where there is a legal obligation to do so.
- Whilst you are the owner of a property and only with your permission Electrical test Certificates with prospective purchasers of your property.
- After you have sold your property, the new owners of the property.
- Where we are legally required to do so.

Data Security

We have a data protection policy in place which requires regular review of how we handle the security of the data we hold to minimise the risk of a data breach. It would not be appropriate here to provide specifics on how we secure our data.

Consent For The Ways In Which We Use Your Data

We currently have no plans to use your data in any ways other than those described above. Should this change and we wish to carry out customer surveys, send newsletters or promote new or existing service offerings, we will seek your consent to do this first. Having given such consent, you would be able to withdraw such consent at any time by contacting Pears Electrical 14 Upton Scudamore BA12 0AE 07717534026, 01985 213314.



www.napit.org.uk
Reg No. 6329

The Firm: 01985 213314
Mobile: 07717 534026
Web: www.pearselectrical.co.uk
Email: info@pearselectrical.co.uk

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