

Privacy Policy

Introduction

In line with the new GDPR (General Data Protection Regulation) we are obliged to let you know what kind of data we hold about you, how we collect that data and how we use your personal data.

Simon Archer Ltd will need to collect and use certain types of personal data information in order to carry out our work and provide you with a continued professional service or employment. This personal information will be collected and dealt with appropriately whether it is collected on paper or stored in a computer database.

Information about us

Company Name: Simon Archer Ltd
Company Number: 7681628
Company Address: 3 Brindley Road, Clacton on Sea, Essex, CO15 4XL
Telephone Number: 01255 422401
Email Address: enquiries@simonarcherltd.co.uk

Data Controller

Simon Archer Ltd will be known as the Data Controller under the Act, which means that we determine what purposes personal information is held and what it will be used for.

What personal data will we collect

We may collect some or all of the following personal data listed below;

- Contact Name
- Home/Business Address
- Property address where work is required to be carried out
- Telephone numbers
- Email address
- Property occupiers Name (if different to above)
- Property occupiers telephone number (if different to above)
- Appliance/Product details along with photo's

Why we collect your personal data and how we use the data

We will need to collect and process your personal data as listed above in order for us to provide you with our services, manage your account and provide after sales service.

- to arrange site visits
- to communicate with you by telephone, post and/or email to provide quotations, invoices, updates on work schedules, appointment and service reminders, product warranty registrations, gas appliance safety certificates
- in the case of employees/sub contractors we require this data in order to complete any payments due and meet any taxation requirements

Who will your personal data be shared with

We only pass on data to manufacturers for the registration of warranties where required for the benefit of our customers.

Any payment detail will only shared securely with our bankers "Barclays".

We also notify gas work to Gas Safe Register who in turn notify the local building authority as required by building regulations.

This data consists of name and address as well as details of the products installed and is registered via Intergas MiReg secure mobile app.

Our engineers provide gas certificates, records and invoices via email using password protected Gas Checker software created by Gassoft Ltd this all runs alongside "Xero" our accounting software which is again password protected.

Employee/Subcontractor data will be shared with "HMRC"

This data is not shared with any other organisations.

How long will we keep your personal data

We will not keep your personal data longer than reasonably necessary taking in to account installed product and appliance warranty periods, annual servicing reminders.

We are legally required to retain your personal data for a minimum of 6 years in order to comply with financial regulations.

We may keep some data for up to 12 years where required for warranty purposes.

Any contact via social media (Twitter/Facebook) will stay on our feed.

Where will your personal data be held

We store your personal data on a password protected electronic/cloud based database and we have antivirus and security protection on our computers.

We limit paper records to a minimum and any documents held are stored in lockable filing cabinets. Any paper records no longer needed are destroyed in our cross shredder.

Your rights in relation to your personal data

You have the following rights in relation to your personal data;

- the right to be informed about our collection and use of your personal data
- the right to access the personal data we hold about you
- the right to correct or delete any personal data we hold about you
- the right to restrict the processing of your personal data
- the right to object to us using your personal data for a particular purpose, e.g contacting you with servicing reminders annually
- the right to log a complaint

For more information about our use of your personal data please contact us on 01255 422401

CCTV

We have CCTV cameras installed on our premises for the purpose of Crime prevention and detection

How to complain

If you have a query or concern about the use of your personal data we would like to think we can resolve this, if this is not possible you can contact the Information Commissioners Office for further information and how to make a formal complaint -

<https://ico.org.uk/make-a-complaint/>

or telephone 0303 123 1113