



Privacy notice - professional services

Sustainable Electrical Services Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Telephone

01372672675

Email

info@sustainable-electrical.com

What information we collect, use, and why

We collect or use the following information to provide and improve products and services for clients:

- Names and contact details
- Addresses
- Pronoun preferences
- Transaction data (including details about payments to and from you and details of products and services you have purchased)
- Usage data (including information about how you interact with and use our website, products and services)
- Telematics data and connected car information
- Information relating to compliments or complaints
- Records of meetings and decisions
- Website user information

We collect or use the following personal information for the operation of client or customer accounts:

- Names and contact details
- Addresses
- Purchase or service history
- Marketing preferences
- Technical data, including information about browser and operating systems

We collect or use the following personal information for information updates or marketing purposes:

- Names and contact details
- Addresses

- Profile information
- Marketing preferences
- Purchase or account history
- Website and app user journey information
- IP addresses

We collect or use the following personal information for recruitment purposes:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Security clearance details (eg basic checks and higher security clearance)

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address
- Payment details
- Account information
- Purchase or service history

- Witness statements and contact details
- Photographs
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence
- Telematics data and connected car information
- Location data

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- Your right to erasure - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)

- Your right to object to processing - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- 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. [You can read more about this right here.](#)
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide and improve products and services for clients are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for the operation of client or customer accounts are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for information updates or marketing purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for recruitment purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Where we get personal information from

- Directly from you
- Publicly available sources
- Previous employment
- Providers of marketing lists and other personal information
- Suppliers and service providers

How long we keep information

Customer Retention Schedule for Sustainable Electrical Services Ltd

1. Customer Contact Information

- **Data Type:** Name, email, phone number, address
- **Retention Period:** 5 years after the last interaction
- **Review Date:** Annually
- **Deletion Protocol:** Secure deletion from all databases and backups

2. Purchase and Service History

- **Data Type:** Records of services provided, invoices, payments
- **Retention Period:** 7 years (for accounting and tax purposes)
- **Review Date:** Every 3 years
- **Deletion Protocol:** Archive securely, then delete after the retention period

3. Marketing Preferences

- **Data Type:** Consent for marketing communications, preferences
- **Retention Period:** 2 years or until consent is withdrawn
- **Review Date:** Annually
- **Deletion Protocol:** Immediate deletion upon withdrawal of consent

4. Customer Feedback and Surveys

- **Data Type:** Feedback forms, survey responses
- **Retention Period:** 1 year after collection
- **Review Date:** Annually
- **Deletion Protocol:** Anonymize data for statistical purposes, then delete

5. Warranty and Service Agreements

- **Data Type:** Warranty details, service contracts
- **Retention Period:** Duration of the warranty period plus 1 year
- **Review Date:** At the end of each warranty period
- **Deletion Protocol:** Secure deletion from all records

6. Site Survey Data

- **Data Type:** Electrical site survey details
- **Retention Period:** 5 years

- **Review Date:** Every 2 years
- **Deletion Protocol:** Secure deletion from digital and physical records

General Guidelines:

- **Data Minimization:** Only collect data that is necessary for business operations.
- **Security Measures:** Ensure all data is stored securely and access is restricted to authorized personnel.
- **Customer Rights:** Inform customers of their rights to access, rectify, and request deletion of their data.

Would you like any changes or additional details for specific data types?

Who we share information with

Others we share personal information with

- Debt collection agencies
- Other financial or fraud investigation authorities
- Professional or legal advisors
- Insolvency practitioners
- Regulatory authorities
- External auditors
- Organisations we're legally obliged to share personal information with
- Professional consultants

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

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

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16 October 2024