

Wyre Forest Renewables & Electrical Services Ltd customer privacy notice

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

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- Sharing information outside the UK
- How to complain

Contact details

Telephone

01562 753800

Email

wyreforestres@gmail.com

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Purchase or account history

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Purchase history

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information
- Financial transaction information
- Health and safety information

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

- Names and contact details
- Address
- Purchase or service history
- Financial transaction information
- Correspondence

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 set out in brief 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. Read more about the right of access.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.
- **Your right to erasure** - You have the right to ask us to delete your personal information. Read more about the right to erasure.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.
- **Your right to object to processing** - You have the right to object to the processing of your personal data. Read more about the right to object to processing.
- **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. Read more about the right to data portability.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

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 services and goods** are:

- **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.
- **Legitimate interests** – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - To communicate with customers regarding job progress, supply necessary documentation, and ensure efficient business operations.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

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

- 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.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - To manage customer accounts, fulfill contractual obligations, maintain installation guarantees, and support long-term warranty or service inquiries.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

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

- 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.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- To resolve customer inquiries, handle guarantee or warranty claims, address complaints effectively, and protect the business against legal claims.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Where we get personal information from

- Directly from you
- Suppliers and service providers
- Third parties:
- Equipment manufacturers, main contractors, or referral partners who pass client contact details for job quotes or service inquiries.

How long we keep information

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, accounting, and reporting requirements. Our retention periods are:

- **Customer Records & Job Contracts:** 6 years following the completion of work or contract termination to satisfy legal requirements, handle potential warranty/guarantee claims, and comply with tax law.
- **Financial & Tax Records (Invoices, Receipts):** 6 years from the end of the relevant tax year in accordance with HMRC regulations.
- **Installation Guarantees & Workmanship Warranties:** For the duration of the active warranty/guarantee period (up to 10 or 25 years depending on the specific equipment or scheme requirements).
- **Quotes & Inquiries (Unconverted Jobs):** Up to 2 years from the date of the quote or inquiry, after which the records are securely deleted.
- **Health & Safety & RIDDOR Records:** 3 years from the date of the record or incident report.

When personal data is no longer required, it is securely destroyed or permanently anonymized.

Who we share information with

Data processors

Cloud software providers (accounting, file storage, email communication, and CRM software based in the UK/EEA and US under Data Privacy Framework adequacy).

This data processor does the following activities for us: They store business files, manage accounting and invoicing, process email communications, and store customer job records on cloud servers.

Others we share personal information with

- Insurance companies
- Professional or legal advisors
- Relevant regulatory authorities
- External auditors or inspectors
- Warranty and guarantee providers
- Suppliers and service providers

Sharing information outside the UK

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place.

Organisation name: Cloud Software Vendors (e.g. Microsoft, Google, Xero)

Category of recipient: Cloud storage, email, and accounting software providers

Country the personal information is sent to: United States and EEA

How the transfer complies with UK data protection law: The country or sector has been assessed as providing adequate protection to data subjects (also known as Adequacy Regulations or UK data bridge)

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: wyreforestres@gmail.com

Telephone: 01562 753800

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>