

Privacy Notice

Under data protection law, individuals have the right to be informed about how Mac's Electrical Ltd uses any personal data that we hold about them.

This privacy notice explains how we collect, store and use personal data in accordance with current data protection legislation.

We, Mac's Electrical Ltd, are the 'data controller' for the purposes of data protection law.

Who Processes Your Information?

We, Mac's Electrical Ltd are the data controller for the personal information you provide to us. This means that Mac's Electrical Ltd determines the purposes for which and the manner in which any personal data relating to residents and their families is to be processed.

In some cases your data will be given to a third party processor. This will only be done with your consent, unless the law requires Mac's Electrical Ltd to share your data. Where Mac's Electrical Ltd shares your data with a third party processor they will be required to implement the same data protection standards as Mac's Electrical Ltd.

Why do we collect & use your information?

Mac's Electrical Ltd has the legal right to collect and use personal data to meet legal requirements and fulfil legitimate interests as set out in the General Data Protection Regulations (GDPR) and UK law.

The personal data is collected and used for the following reasons:

- To assess the quality of our service
- To comply with the law regarding data sharing
- To carryout annual quality questionnaires

Our legal basis for using this data

We only collect and use personal data when the law allows us to. Most commonly we process it where: -

- We need to comply with a legal obligation
- We need to perform an official task

Less commonly we may process personal data in situations where:

- We have obtained consent to use it in a certain way

Where we have obtained consent to use personal data, this consent can be withdrawn at any time. We will make this clear when we ask for consent and explain how consent can be withdrawn. Some of the reasons listed above for collecting and using personal data overlap and there may be several grounds which justify our use of this data.

Which data is collected?

The categories of information which Mac's Electrical Ltd holds and shares includes, but is not restricted to, the following:

- Personal information – e.g., full name, address, contact details, company information
- Photographs
- Results of assessments
- Financial information/funding

Collecting this information

Whilst the majority of the personal data you provide to Mac's Electrical Ltd is mandatory some is provided on a voluntary basis. When collecting data Mac's Electrical Ltd will inform you whether you are required to provide this information or if your consent is required. Where consent is required Mac's Electrical Ltd will provide you with the specific and explicit information with regards to the reasons the data is being collected and how the data will be used.

Data storage

In accordance with the GDPR Mac's Electrical Ltd does not store personal data indefinitely. We may keep some information beyond the required time as is necessary to comply with our legal obligations. All personal information is stored and disposed of securely.

Data sharing

Mac's Electrical Ltd will not share your personal information with any third parties without your consent, unless the law allows us to do so. Where it is legally required or necessary (and it complies with the data protection law) we may share personal information with organisations including, but not restricted to those listed below:

- The local authority
- Professional bodies
- Central and local government
- Police forces, courts, tribunals

What are your rights?

You have the following rights in relation to the processing of their personal data.

You have the right to:

- Be informed about how Mac's Electrical Ltd uses your personal data
- Request access to the personal data that Mac's Electrical Ltd holds
- Request that your personal data is amended if it is inaccurate or incomplete
- Request that your personal data is erased where there is no compelling reason for its continued processing
- Request that the processing of your data is restricted.
- Object to your personal data being processed
- Where the processing of your data is based on your consent, you have the right to withdraw this consent at any time

Subject access request

Individuals have the right to make a 'subject access request' to gain access to personal information that an organisation holds about them. Individuals have the right to make a subject access request with respect to any personal data Mac's Electrical Ltd holds about them. If you make a subject access request, and if we do hold information about you we will:

- Give you a description of it
- Tell you why we are holding and processing it and how long we will keep it for
- Tell you who it has been or will be shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

Individuals also have the right for their personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a subject access request please contact the Managing Director in writing (this includes the use of email). If the initial request does not clearly specify the information required, then Mac's Electrical Ltd will make further enquiries.

The Managing Director must be confident of the identity of the individual making the request. Identity will be established by requesting production of:

- Passport/Driving licence
- Company Letterhead (for businesses)
- Utility bill with current address (for individuals)

(This list is not exhaustive)

Where can you find out more information?

If you would like to find out more information about how Mac's Electrical Ltd collects, uses, stores and destroys your personal data please see the Managing Director (use the contact details below)

Contact us

Kevin Popowycz is the Managing Director of Mac's Electrical Ltd & he can be contacted as follows: -

Email: macselectrical@btinternet.com

Tel: 01332 799163

Address: Mac's Electrical Ltd
Elms Farm
London Road
Shardlow
Derby
DE72 2GW

Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate or have any other concern about our data processing please raise this with us in the first instance.

To make a complaint please contact the Managing Director: Kevin Popowycz

Alternatively you can make a complaint to the information commissioner's office:

- Online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF