

## **Privacy Policy**

As a valued customer of IJC Building Services we want to inform you about what data we collect and what steps we take to protect and respect your privacy.

This Policy sets out the basis on which any personal data we collect from you, or that you provide us with, will be processed by us. We take your privacy seriously and will only use your personal information to administer your account and to provide the services and products you have requested from us.

### **What information do we collect from you?**

We obtain personal information from you when you contact us. You voluntarily provide us with information about yourself, such as the following:

- Name and address
- Contact information, including telephone numbers and email address
- Details that are required to enable us to process your requirements e.g. heating and plumbing appliances
- Company information – for business users only
- Although we may see your bank details e.g. on a cheque when completing a transaction, we do not store this information.

If you do provide personal information, we will assume that you have read this Policy and have consented to us using your personal information in the ways described within this Policy.

### **Why do we collect this information?**

We collect this information in order to carry out our obligations to you which are to provide you with the services and products that you have requested from us.

Who might we share your information with?

Your personal information may be used by us, our employees, sub-contractors and suppliers in order to obtain and deliver materials/components in order to undertake and complete services; repairs and installations associated with your appliances from which you have requested from us.

### **What do we do with your information?**

Your information is retained on our internal computer system.

We may use the information:

- To contact you on the anniversary of your boiler service to see if you wish to arrange a service appointment.
- When you contact us as you require our services.

- Provide us with a history of works completed at your property, which may assist in any further works you request from us.

### **How long do we keep hold of your information?**

The length of time that we will store your data will depend on the 'legal basis' for why we are using that data, as follows:

Legal basis; where we use/store your data because it is necessary for the performance of the contract between you and us.

Length of time; the information which is held on our internal system is held indefinitely, or until such a time as you contact us to request your information/details are removed from our database.

Where we use/store data because it is necessary for our legitimate business interests; We will use/store your data until you ask us to stop. However, if we can demonstrate the reason why we are using/storing your data overrides your interests, rights and freedoms, then we will continue to use and store your data for long as it is necessary for the performance of the contract between you and us (or if earlier, we no longer have a legitimate interest in using/storing your data).

### **How can I access the information you hold about me?**

The Data Protection Act 1998 and GDPR gives you the right to access information held about you. You have the right to ask for a copy of the personal information held about you. You also have the right to ask for inaccuracies in information to be corrected. A copy of the information held about you by us can be requested in writing.

### **How we will use the information about you?**

We collect information about you to process your service/repair/installation request and manage your account. It may be shared with a third party for the delivery of materials e.g., name and address details.

To contact you in response to a specific enquiry or to organise an appointment associated with the anniversary of your annual boiler service.

If you request our services via our website/email.

We will not share your information for marketing purposes with other companies.

### **Information Security**

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.

We restrict access to our internal computer system to IJC Building Services employees.



### **Links to other websites**

Any links to other websites are provided solely as pointers/websites of interest or companies for which we are affiliated or members. Once you leave our website you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Policy Changes**

Any changes we make to this policy/notice in the future will be posted on our website.