

## Privacy Policy

### Who we are:

NG Appliances Ltd is a provider of Domestic Appliance Repair Services to the Nottinghamshire and East Derbyshire areas in the United Kingdom.

We are registered in England and Wales with company number 08632974, our registered office is listed below in the 'contact us' section of this document.

### Definitions

In this policy:

Act means the Data Protection Act 2018.

Data means information that can be stored electronically or on paper.

Data processor means another organisation or person who doesn't work for us, that processes the personal data we hold on our behalf.

GDPR means the General Data Protection Regulation.

ICO means the Information Commissioner's Office ([ico.org.uk](http://ico.org.uk))

Individual means anyone we hold personal data on (including our staff).

Personal data means data we hold (factual or opinion based) that can directly or indirectly identify a living individual (e.g. their name, address or date of birth), this includes sensitive personal data.

Personal data breach means the loss, unauthorised access, disclosure or acquisition of personal data or any act or omission that compromises the security, confidentiality, integrity or availability of the personal data or the physical, technical, administrative or organisational safeguards that we or our third-party service providers put in place to protect it.

Privacy notice means a document or other form of notice containing information on how we handle an individual's personal data when we collect it.

Processing or processed means any activity involving the use of personal data. This includes obtaining, recording or holding it and carrying out tasks with it including using, disclosing, retrieving, accessing, organising, amending or erasing it.

Sensitive personal data means special category data, plus information about any committed or alleged criminal offences including the outcome of any criminal proceedings.

Special category data means information about an individual's racial or ethnic origin, political opinion, trade union membership, religion, philosophical beliefs, physical or mental health, sexual orientation or sex life, genetics or biometrics.

Staff means all individuals working for us at every level or grade, whether they're directors, officers, employees, workers, contractors, consultants, agency workers, volunteers, trainees or on work experience.

Stakeholders means any private or public commercial organisations (including charities and 'not for profit' bodies) that provide services to us or on our behalf including, but not limited to, subcontractors, agents, contractors, advisors, suppliers and business and joint venture partners.

We'll process all personal data we hold in accordance with the Act and the GDPR. Personal Data is subject to the legal safeguards specified in the GDPR.

While staff work for us we'll collect and process their personal data for personnel, management and administrative purposes and to enable us to meet our legal obligations as an employer.

In the course of our business, we'll also collect and process personal data that we receive from various organisations. This may include data on individuals who currently, or used to, work for our clients or customers, business partners and stakeholders.

The purpose of this policy is to explain individuals' data protection rights, how we'll handle their personal data and how our staff must handle the personal data of others.

Data may be obtained by completing forms or by corresponding with us by mail, phone, email or social media. It could also be obtained from other sources, such as from our business partners and stakeholders.

Staff should be aware that they could be criminally liable if they knowingly or recklessly disclose personal data in breach of the GDPR. A serious data protection breach is a disciplinary offence. If a member of staff accesses another staff member's personnel records without authority, this will be a gross misconduct offence.

### Policy Statement

As a data controller we must fully comply with our legal obligations under the Act and the GDPR. Failure to do so may result in criminal prosecution and/or a fine. We will only process personal data:

That we legitimately require for the purposes of our business and our employment relationship with our staff

Using one or more of the lawful grounds stated in the GDPR/the Act

After having informed the individual of what that purpose is, using clear and plain language.

We'll securely store all processed data, and regularly review it to ensure it remains complete, accurate and necessary for the purpose for which we hold it. If appropriate we'll securely delete it in accordance with our retention criteria.

We'll make all individuals aware of the risks, rules, safeguards and rights in relation to processing their data and how they can exercise their rights. We'll do this using various documents (such as this policy) to demonstrate our compliance with the data protection principles.

We'll provide training in data protection compliance to all staff whom need it to perform their roles.

### How the law protects you

Data protection law states that we are only able to process data if we have a valid reason to do so.

NG Appliances Ltd will NOT under any circumstances sell or pass on your data for direct marketing purposes.

## Processing personal data fairly and the lawful grounds for processing

To ensure that an individual's privacy is protected, only personal data that we legitimately require for the purposes of our business and the employment relationship with our staff should be processed.

The basis for processing your personal data includes, but is not limited to:

1. Your consent.
2. Contact you for customer services purposes.
3. Provide pre-contractual services, such as quotations and estimates.
4. Fulfilment of contractual services / performance of contract.
5. To enable billing and remittance.
6. Provide repair guarantee and appliance service history.

## Types of data we collect from you

The data we may collect from you includes your name, addresses, e-mail addresses, telephone numbers, appliance model and serial numbers, business / company information and trading history. We also retain records of your queries and correspondence when you contact us.

We process the data on your behalf to complete the service for which you provided it.

## How we use the data we collect from you

We use your data in the following ways:

- To provide the service you have requested.
- To enable us to identify you and any appliances we have previously serviced.
- To enable us to comply with any contractual obligations we may have with you.
- To detect fraud and verify information provided.
- To provide customer care and process queries when you contact us.
- To enable us to review, develop and update the services we provide.
- In administering accounts, processing payments, keeping track of billing and payments.
- To notify you of any changes to our services or company.
- To enable us to contact you and keep you updated regarding services you requested.

## What data do we store?

- Title and names.
- Addresses.
- Telephone numbers.
- E-mail addresses.
- Landlord details.
- Model & Serial numbers.
- Business/company information & trading history where relevant.
- Bank details.
- Payment methods.
- Faults reported.
- Services provided.
- Queries and communications received.
- Telephone conversations both incoming and outgoing.

## Who has access to your personal data?

We may pass your personal data to third parties but only for the provision of services on our behalf, we will only share information about you that is necessary to provide the service.

Your personal data can only be accessed by employees of NG Appliances Ltd.

We may share your personal data if we are under a duty to disclose in order to comply with any legal obligation or to protect the rights property or safety of NG Appliances Ltd or anyone employed by us.

Should NG Appliances Ltd be acquired by a third party, your data will be deemed an asset of the business. In these circumstances, we may disclose your personal data to the buyer of our business, subject to both parties entering into appropriate confidentiality undertakings.

### Your rights

There are legal and accountancy reasons why we will need to keep your data, but please inform us if you think we are retaining or using your data incorrectly.

Our privacy notice will be made clear to you at the point of collection of your personal data.

You have the right to ask to see the data we store or process that relates to you and we would be happy to provide that information upon request in accordance with ICO guidelines.

You have the right to object to our use of your personal data, or ask us to delete, remove, and stop using it if there is no need for us to keep it. This is known as your right to be forgotten.

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may mean that we shall be unable to provide our services or process the cancellation of your service.

You also have the right to correct / update the data we hold should you believe it to be incorrect or out of date.

### How we store your data securely

All computer systems are secured using password protection, up to date firewall and anti-virus software.

E-mail is stored encrypted by our hosting company, connections to which are made over secure encrypted channels.

Online booking forms & customer contact forms transport data encrypted directly to our secured internal computer systems using a SSL/TLS certified channel.

Any paper copies of personal data such as invoices & receipts are kept securely locked away in a location only accessible by NG Appliances Ltd directors. When paper copies are no longer required it is disposed of using incineration by an approved external contractor.

### Liability

NG Appliances Ltd takes all reasonable measure to protect your data in accordance with applicable laws and in accordance with our Terms and Conditions.

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

## Contact us

Our registered office & contact address for queries or comments is:

NG Appliances Ltd  
30 Oxford Street  
Kirkby-in-Ashfield  
Nottinghamshire  
NG17 7ED

Please note this address is for correspondence only, no repair services are provided at this address.

## Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

### **Information Commissioner's Office**

**Wycliffe House**

**Water Lane**

**Wilmslow**

**Cheshire**

**SK9 5AF**

**Tel: 0303 123 113**

<https://ico.org.uk/concerns/>

## Changes to our privacy policy

NG Appliances Ltd may make changes every now and then to this Privacy Policy and Terms & Conditions, it is your responsibility to familiarise yourself with the latest versions prior to using our services. The any updated version will be published and made available for viewing via our website at: <https://www.ngappliances.co.uk>

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