

## Data Protection Policy

**Here at Spring Electrical Ltd, we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us.**

We are committed to doing the right thing when it comes to how we collect, use and protect your personal data. That's why we've developed a privacy policy which:

- sets out the types of personal data that we collect
- explains how and why we collect and use your personal data
- explains when and why we will share personal data within **Spring Electrical Ltd** and with other organisations; and
- explains the rights and choices you have when it comes to your personal data

We offer a range of products and services, so we want you to be clear about what this Policy covers. This Policy applies to you if you use our services (referred to in this Policy as "our Services"). Using our Services means:

- shopping with us in our stores, over the phone, [online](#) or otherwise using our website, where this Policy is posted; or

When you contact us or we contact you, we may collect:

- Personal data you provide about yourself anytime you contact us about our Products/Services (for example, your name and contact details), including by phone, email or post
- Details of the emails and other digital communications we send to you that you open, including any links in them that you click on

### Other sources of personal data

We may also use personal data from other sources, such as specialist companies that supply information, [online media channels](#) and [public registers](#). For example, this other personal data helps us to:

- manage your account
- review and improve the accuracy of the data we hold

## How and why we use personal data

**This section explains in detail how and why we use personal data.**

Make our Services available to you

- Manage the accounts you hold with us
- Process your orders and refunds

**Why do we process your personal data in this way?** We need to process your personal data so that we can manage your customer accounts, provide you with the goods and services you want to buy and help you with any orders and refunds you may ask for.

Manage and improve our day-to-day operations

- Manage and improve our Website
- Help to develop and improve our product range, services, stores, information technology systems, know-how and the way we communicate with you

**Why do we process your personal data in this way?** We rely on the use of personal data to carry out market research and internal research and development, and to improve our information technology systems (including security) and our product range, services and stores. This allows us to serve you better as a customer.

- Detect and prevent fraud or other crime

**Why do we process your personal data in this way?** It is important for us to monitor how our Services are used to detect and prevent fraud, other crimes and the misuse of services. This helps us to make sure that you can safely use our Services.

## Sharing personal data with Service Providers

**This section explains how and why we share personal data with Service Providers.**

We only share personal data with these companies in order to process and deliver your order. We require them to keep it safe and they must not use your personal data for their own marketing purposes.

### Service Providers

We work with carefully selected Service Providers that carry out certain functions on our behalf. These include, for example, companies that help us with technology services, storing and combining data, processing payments and delivering orders. We only share personal data that enable our Service Providers to provide their services.

## Sharing personal data with other organisations

**This section explains how and why we share personal data with other organisations.**

We may share personal data with other organisations in the following circumstances:

- if the law or a public authority says we must share the personal data;
- if we need to share personal data in order to establish, exercise or defend our legal rights (this includes providing personal data to others for the purposes of preventing fraud and reducing credit risk);

## Marketing

**This section explains the choices you have when it comes to receiving marketing communications and taking part in market research.**

We may send you relevant offers and news about our products and services in a number of ways including by email, but only if you have previously agreed to receive these marketing communications. You can change your marketing preferences at any time by contacting us, using the methods shown below.

## How we protect personal data

**We know how important it is to protect and manage your personal data. This section sets out some of the measures we have in place.**

We use computer safeguards such as firewalls and data encryption, and we enforce physical access controls to our buildings and files to keep this data safe. We only authorise access to employees who need it to carry out their job responsibilities.

- We protect the security of your information while it is being transmitted by encrypting it using Secure Sockets Layer (SSL).
- We enforce physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personal data. We may occasionally ask for proof of identity before we share your personal data with you.
- We will reveal only the last four digits of your credit card number when confirming an order.

However, whilst we take appropriate organisational and technical measures to safeguard your personal data, please note that we cannot guarantee the security of any personal data that you transfer over the internet to us.

## Your Rights

**Under Section 7 of the Data Protection Act 1998, you have the right to see the personal data we hold about you. This is called a Subject Access Request (SAR).**

If you would like a copy of the personal data we hold about you, please write to:

Data Protection Officer, Spring Electrical Ltd, 198-202 Kingston Road, Ewell, Surrey  
KT19 0SF

We may charge a small fee for providing the requested information.

We want to make sure that the personal data we hold about you is accurate and up to date. If any of the details are incorrect, please [let us know](#) and we will amend them.

**If you have any questions about how we collect, store and use personal data please contact us.**

**Email**

[info@springelectrical.com](mailto:info@springelectrical.com)

**Write to us at**

Spring Electrical Ltd  
198-202 Kingston Road  
Ewell  
Surrey  
KT19 0SF