

## Privacy Policy

This Privacy Policy lets you know what happens to any personal data that you give to us, or any that we may collect from, or about you. It applies to all products and services, and instances where we collect your personal data.

It applies to personal information processed by, or on behalf of Spring Electrical Ltd.

- **Who are we and how do you contact us and our Data Protection Officer?**
- **What is the source of your personal information?**
- **What do we use your personal information for?**
- **When do we share your personal information with others?**
- **For how long is your personal information retained by us?**

### **Who are we and how do you contact us and our Data Protection Officer**

We are Spring Electrical Ltd and are a data controller of your personal information.

We have a dedicated Data Protection Officer (DPO) whom you can contact at our Ewell Head Office: 198-202 Kingston Road, Ewell, Surrey KT19 0SF.

### **What is the source of your personal information?**

- We collect information from you when you place an order for products or services
- Including credit account applications.
- In the case of account applications, additional information may be obtained from credit reference agencies and fraud prevention agencies, including public (for example defaults, CCJs) and shared credit history.

### **What do we use your personal data for?**

We use your personal data for the following purposes:

- To process your order, manage your account and, if you agree, to update you about other Spring Electrical Ltd products or services only; We will not share your information with any other companies or third parties for marketing purposes.
- Third party transactions – such as where a person other than the account holder uses our services – information about that person and the transaction.
- Assessing an application for a product or service with us, updating our records, tracing your whereabouts to contact you about your account and for recovering debt (where applicable).
- To carry out searches with credit reference agencies, as well as from other sources; Such as publically available directories (e.g. telephone directories, social media, internet), debt recovery and/or tracing agents.

### **When do we share your personal information with others?**

- Other organisations and businesses who provide services to us such as back up and server hosting providers, IT software and maintenance providers. Debt recovery agents and providers and suppliers of other back office functions.
- Credit reference and fraud prevention agencies.

### **For how long is your personal information retained by us?**

- For as long as we provide goods and/or services to you
- Retention periods in line with legal and regulatory requirements or guidance.

### **Access to your information and correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please write to us at the following address. We may make a small administrative charge for this.

We want to ensure that the personal information we hold is accurate and up to date. You may ask us to correct or remove information that you think is inaccurate.

### **Changes to our Privacy Policy**

We keep our Privacy Policy under regular review and from time to time we may change this privacy notice, in order to reflect changes in the law and/or our privacy practices. In this event, any updates will be placed on this page.

This Privacy Policy was last updated on 24 April, 2018.