



Unit 5 Thistle Business Park (North)

Ayr Road, Cumnock,

Ayrshire, KA18 1EQ

Tel: 01290 420202

[info@millarelectrics.co.uk](mailto:info@millarelectrics.co.uk)

**MILLAR ELECTRICS LTD**

# **PRIVACY POLICY**

**EFFECTIVE: 04/06/2021**



# CONTENTS

---

CONTENTS	2
1 INTRODUCTION	3
2 THE INFORMATION WE COLLECT AND WHEN	4
3 HOW WE USE YOUR INFORMATION	5
4 WHO WE MIGHT SHARE YOUR INFORMATION WITH	6
5 HOW WE KEEP YOU UPDATED ON OUR PRODUCTS AND SERVICES	6
6 YOUR RIGHTS OVER YOUR INFORMATION	7
7 HOW LONG WE KEEP YOUR INFORMATION FOR	9
8 GIVING YOUR REVIEWS AND SHARING YOUR THOUGHTS	9
9 SECURITY	9
10 WHAT HAPPENS IF OUR BUSINESS CHANGES HANDS?	10
11 CHANGES TO OUR PRIVACY POLICY	10
12 HOW TO CONTACT US	10

# 1 INTRODUCTION

---

Millar Electrics Ltd is committed to protecting the privacy and security of your personal information.

We take care to protect the privacy and confidentiality of our customers. This may be communication over telephone, email, letters or website enquiries or social media interaction.

We do not store any information that is not absolutely necessary and we never share information or use what information we have stored.

We have therefore developed this privacy policy to inform you of the data we collect, what we do with your information, what we do to keep it secure as well as the rights and choices you have over your personal information.

Throughout this document we refer to Data Protection Legislation which means the Data Protection Act 2018 (DPA2018), United Kingdom General Data Protection Regulation (UK GDPR), the Privacy and Electronic Communications (EC Directive) Regulations 2003, all the foregoing as amended from time to time, and any legislation implemented in connection with the aforementioned legislation. Where data is processed by a controller or processor established in the European Union or comprises the data of people of the European Union, it also includes the EU General Data Protection Regulation (EU GDPR). This includes any replacement legislation coming into effect from time to time.

Millar Electrics Ltd is the controller for the personal information we process, unless otherwise stated.

We are registered with the Information Commissioner's Office (the ICO) with registration number ZA525766.

You can contact us either by phone, email or post.

Our main trading/postal address:

Millar Electrics Ltd, Unit 5 Thistle Business Park (North), Ayr Road, Cumnock,  
KA18 1EQ

Phone : 01290-420202

Email : [jim.millar@millarelectrics.co.uk](mailto:jim.millar@millarelectrics.co.uk)

Our Data Protection Officer is: Andrew Whiteford

## 2 THE INFORMATION WE COLLECT AND WHEN

---

We only collect personal information that we know we will genuinely use and in accordance with the Data Protection Act 2018.

The type of personal information that we may require from you, or be passed from a client such as Landlord, Local Authority or another organisation (such as Facilities Management Service) may include some or all of the following:

- Your name
- Address
- Telephone number(s)
- Email address
- Nature of work / services / product requested or delivered

We may, in further dealings with you, extend this personal information to include your previous purchase or record of services used, record of appointment, conversations and agreements, email conversation, and payment transaction.

You are under no statutory or contractual requirement or obligation to provide us with your personal information; however, we require at least the information above in order for us to deal with you as a customer or service user, in an efficient and effective manner.

- The legal basis for processing your data is based on your consent, the undertaking of a contract or work passed to us by 'data controller' who represents your interest or need of our services, or your legitimate interest in our business, which we will have stated at the point the information was initially provided, therefore we will not store, process or transfer your data unless we have an appropriate lawful reason to do so.

### **3 HOW WE USE YOUR INFORMATION**

---

- To contact you, following your enquiry, reply to any questions, suggestions, issues or complaints you have contacted us about;
- Make available our products and services to you;
- Process your service request / contact you to arrange quotation or work;
- Take payment from you or give you a refund;
- Contact you to provide you with details of service which you may have purchased or enquired about recently;
- To ask for feedback from you about our services and business activities. For example, we may be required to contact you individually on behalf of client to ensure you were happy with workmanship, or to finish / check workmanship or our employees;
- Help answer your questions and solve any electrical issues that you have.

## 4 WHO WE MIGHT SHARE YOUR INFORMATION WITH

---

We may share your 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); or
- From time to time, employ the services of other parties for dealing with certain processes necessary for the operation of our business in meeting our obligations as registered member of Trade bodies SELECT and NICEIC. However, all the information we share will be collected and anonymised, so you cannot be identified from it.
- We will not share your information with any third parties for the purposes of direct marketing.
- We may use another company ('data processor') who are third parties to provide elements of services for us. Example being an IT Company, Fire or Security Installer or Scottish Power. We have Data Processor Agreements in place with our data processors. This means that they may have your personal information (Name, address, phone number). They may only share your personal information with other organisations apart from us if we have provided them with prior written consent for this sharing.

In addition, these other organisations must comply with our Data Processor Agreement. They will hold your personal data securely and retain it for the period we instruct.

## 5 HOW WE KEEP YOU UPDATED ON OUR PRODUCTS AND SERVICES

---

We will 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 consented to receive these marketing communications. This would be an email newsletter or a previously agreed written consent (email or letter).

When you register with us we will ask if you would like to receive marketing communications, and you can change your marketing choices at any time.

If you wish to amend your marketing preferences, you can do so by emailing us at [info@millarelectrics.co.uk](mailto:info@millarelectrics.co.uk) or telephoning **01290-420202** 24/7 and leave a voicemail or speak to our customer services team.

## **6 YOUR RIGHTS OVER YOUR INFORMATION**

---

### **6.1 THE RIGHT TO BE INFORMED ABOUT OUR COLLECTION AND USE OF PERSONAL DATA**

You have the right to be informed about the collection and use of your personal data. We ensure we do this with our internal data protection policies and through our external website policy. These are regularly reviewed and updated to ensure these are accurate and reflect our data processing activities.

### **6.2 RIGHT TO ACCESS YOUR PERSONAL INFORMATION**

You have the right to access the personal information that we hold about you in many circumstances, by making a request. This is sometimes termed 'Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you or them free of charge and we will respond without delay and within one calendar month of receipt of your request.

We may ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information. Please note that the time limit for fulfilling your request does not start until we have been able to verify your identity.

If you would like to exercise this right, please contact us as set out below.

### **6.3 RIGHT TO CORRECTION YOUR PERSONAL INFORMATION**

If any of the personal information we hold about you is inaccurate, incomplete or out of date, you may ask us to correct it.

If you would like to exercise this right, please contact us as set out below.

## **6.4 RIGHT TO STOP OR LIMIT OUR PROCESSING OF YOUR DATA**

You have the right to object to us processing your personal information for particular purposes, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

## **6.5 RIGHT TO ERASURE**

You have the right to have personal data erased. This is also known as the 'right to be forgotten'. The right is not absolute and only applies in certain circumstances. For example, your information (name, address, phone number) may be required under a contract with client such as Local Authority which we provide essential services (repairs and faults) for.

If you would like to exercise this right, please contact us as set out below.

## **6.6 RIGHT TO PORTABILITY**

The right to portability gives you the right to receive personal data you have provided to a controller in a structured, commonly used and machine-readable format. It also gives them you the right to request that a controller transmits this data directly to another controller.

If you would like to exercise this right, please contact us as set out below.

## **6.7 FOR MORE INFORMATION ABOUT YOUR PRIVACY RIGHTS**

The Information Commissioner's Office (ICO) regulates data protection and privacy matters in the UK. They make a lot of information accessible to consumers on their website and they ensure that the registered details of all data controllers such as ourselves are available publicly. You can access them here <https://ico.org.uk/for-the-public>.

You can make a complaint to the ICO at any time about the way we use your information. However, we hope that you would consider raising any issue or complaint you have with us first. Your satisfaction is extremely important to us, and we will always do our very best to solve any problems you may have.



## **7 HOW LONG WE KEEP YOUR INFORMATION FOR**

---

We retain a record of your personal information in order to provide you with a high quality and consistent service. We will always retain your personal information in accordance with the latest UK Data Protection Regulation (GDPR) and never retain your information for longer than is necessary. Unless otherwise required by law, your data will be stored for a maximum period of 6 years after we have met HMRC and accountancy obligations, at which point it will be deleted.

## **8 GIVING YOUR REVIEWS AND SHARING YOUR THOUGHTS**

---

When using our services, you may be able to share information through social networks like Facebook and Twitter. For example, when you 'like', 'share' or review our Services. When doing this, your personal information may be visible to the providers of those social networks and/or their other users. Please remember it is your responsibility to set appropriate privacy settings on your social network accounts so you are comfortable with how your information is used and shared on them.

## **9 SECURITY**

---

Data security is of great importance to Millar Electrics Ltd and to protect your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure your collected data.

We take security measures to protect your information including:

- Limiting access to our buildings to those that we have determined are entitled to be there.
- Implementing access controls to our information technology
- We use appropriate procedures and technical security measures (including passwords on computers, passwords to spreadsheets, passwords to servers

and email accounts) to safeguard your information across all our computer systems and networks.

- We have internal and external CCTV, security alarms and backed-up encrypted data.
- We do not keep any payment details, bank details on individuals.
- We will never ask for account number(s) or password via telephone or email or after following a link from an email.
- We will provide you with BACS (bank transfer) information to make payment, or we can offer to send invoice by post or email to you with payment alternatives which are secure and whereby we cannot store your information.

## **10 WHAT HAPPENS IF OUR BUSINESS CHANGES HANDS?**

---

This may involve the sale or the transfer of control of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the purposes for which it was originally collected by us.

## **11 CHANGES TO OUR PRIVACY POLICY**

---

We may change this Privacy Policy from time to time (for example, if the law changes). We recommend that you check this policy regularly to keep up-to-date.

## **12 HOW TO CONTACT US**

---

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy, the way your personal information is processed, please contact us by one of the following means:

By email: [info@millarelectrics.co.uk](mailto:info@millarelectrics.co.uk)

By post: Millar Electrics Ltd, Unit 5 Thistle Business Park (North), Ayr Road,  
Cumnock, KA18 1EQ

Thank you for taking the time to read our Privacy Policy.

Millar Electrics Ltd

This Policy was last updated on 05/06/2021