

Privacy Policy

This privacy notice explains the types of personal data we collect about you when you interact with us. We have tried to keep it simple, but we want you to be fully informed about your rights and how we use the data.

We may need to update our privacy notice from time to time. When we do, we will notify you only in the case of any significant changes, but you are welcome to check our policy whenever you wish.

The Legal Bases We Use:

- Consent - In certain situations we can collect and process your data with your consent *e.g. to receive our emails.*
- Contractual Obligations – In certain circumstances we need your personal data to comply with contractual obligations *e.g. where we have to organise a delivery to your home address and need to pass the information to a courier company.*
- Legal Compliance - If the law requires us to, we may need to collect and process your data *e.g. to confirm any work undertaken conforms to health and safety standards.*
- Legitimate Compliance – In specific situations we require your data to pursue your legitimate interests in a way which might reasonably be expected as part of running our business *e.g. to notify you when a service is due.*

When Do We Collect Your Personal Data?

- When you visit our website and make an enquiry.
- When you contact us to request a quotation, service or repair.
- When you purchase a product or service.
- When you contact us by any means with queries, complaints, specifications, photographic information etc.
- When you ask us to email you with information about the product or service.
- When you book any type of appointment.

What Sort of Personal Information Do We Collect?

- Your name, address, email, contact telephone numbers, receipts, invoices and payment confirmation. Please note that we do not retain any payment information or bank details.
- Details of any interactions including email or notes from phone conversations *e.g. nature of issues with your gate, type of gate/automation system you require, a record of the service history, details of products installed, faults, comments and complaints.*
- Copies of Health and Safety requirements relating to conformity or non-conformity of products and equipment.
- Enquiry sources and quotation requirements.
- The type of customer you are *e.g. domestic, contractor, builder, architect etc.*

How and We Use Your Personal Data:

We want to give you the best customer experience with safety as a key concern. One way to achieve this is to ensure we have sufficient information about you, your property and your needs.

We use the information to ensure our Engineers have the right information about you and your products to deliver efficient, quality service. This includes data relating to your automation system, product type, safety upgrades, service history, telecommunication information and other product data.

Of course, should you wish to change how we use your data, please notify us and we will update our records. Please note however, should you wish to change how we use your data, we may be unable to support you on specific queries.

Here is how we use your data and why:

- To process any orders, service or repair requests. If we do not collect your data, we will be unable to process your order or service request nor comply with our legal obligations.
- To respond to queries, call outs and complaints. Handling information about your gate, automation system, service record, supplied parts enables us to respond effectively and where appropriate, manage any warranty claims. We may also keep a record of these to inform any future communication and to demonstrate how we have communicated throughout. We do this based on our contractual obligations, legal obligations and legitimate interests in providing you with the best service both now and where future issues arise.
- We do not retain or hold any personal banking information unless you require us to do so. In such instances, this will only be with your express permission and we will take reasonable steps to safeguard the information.
- With your consent, we will use your personal data and details of your transaction to keep you informed by post, email or telephone to keep you updated of our products and services. We do not pass your personal information to any third party nor do we contact you with promotional material.

You are free to opt out from hearing from us at any time.

Where we have installed, maintained or serviced a gate, automation equipment or related products, we are legally required to maintain information about such products and services. When legally obliged, we will also contact you with product recall notices, health and safety information, updates to this privacy notice and other legal notices. These service messages will not include any promotional; content and we do not require prior consent when sent by email or post. If we do not use your personal data for these purposes, we would be unable to comply with our legal obligations. Sometimes we need to share your details with a third party who is providing a service. This may include delivery couriers, building and fencing contractors or horticultural specialists. Without sharing your personal data, we would be unable to fulfil your request.

How We Protect Your Personal Data

Your data security matters to us and we are committed to safeguarding your data and take reasonable steps to protect it.

We secure access to transactional areas of our website using 'https' technology.

We do not hold or retain any of your personal banking details. All your personal financial information is managed by specialised, third party accounting software.

In the event we become aware of any serious breaches relating to your personal data, we will notify you within 72 hours.

How Long We Keep Your Personal Data

Whenever we collect or process your personal data, we will only keep it for as long as necessary for the purpose of which it was collected.

In the case of installation, service or maintenance services, this information will be retained for the lifetime of the product.

If you have not contacted us for more than 10 years, you will be flagged as an inactive customer and we will contact you to enquire whether you wish to keep your information 'open'. Unless you reply to say 'yes', we will close the account and delete or anonymise the personal data associated with it.

Where we have provided a quotation for any products or services, we will keep details of the quotation and your personal information for a period up to 5 years thereafter we will make reasonable attempts to contact you. Unless you reply to say you wish us to retain your personal information, we will delete or anonymise your personal data.

Where your installation, service or repair included a warranty, the associated personal data will be kept until the end of the warranty period.

Who Do We Share Your Personal Data With?

We sometimes share your personal data with trusted third parties. In such cases, we only provide the data they need to perform their specific services.

Third parties include:

- IT companies who support our website and business systems.
- Operational companies such as delivery companies.
- Google, Facebook, Twitter and other such platforms that may interest you whilst browsing the internet.

What Are Your Rights Over Your Personal Data?

The following information is an overview of your different rights:

You have the right to request:

- Access to the personal data we hold about you which we will be provided within one month of your request.
- The correction of your personal data where it is incorrect.
- That we stop any consent-based processing of your personal data.

Whenever you have given us consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

In cases where we are processing your personal data on the basis of legitimate interest, you can ask us to stop for reasons connected with your individual situation.

If you feel your data has not been handled correctly please contact Charles Paynter, Director, on 0845 241 0371 or by email at charles.paynter@hbpaynter.co.uk . If you are unhappy with our response to any requests you have made to us regarding your personal data, you have the right to lodge a complaint with the Information Commissioner's Office on 0303 123 1113 or go on-line to www.ico.org.uk/concerns.

We hope this Privacy Notice has been helpful in setting out the way we handle your personal data and your rights to control it. If you have any questions that have not been covered please contact Charles Paynter who will be happy to help you:

Email: charles.paynter@hbpaynter.co.uk

Phone: 0845 241 0371

Or write to us at:

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