



## **GDPR - PRIVACY POLICY**

**Updated: 10<sup>th</sup> May 2018**

Abbey Appliances (Evesham) Limited, a company registered in England and Wales under company number 06230140 and with our registered office at The Courtyard, 86 High Street, Evesham, Worcestershire, WR11 4EU ("We" or "Us") are committed to protecting and respecting your privacy. For the purpose of this Policy, Abbey Appliances (Evesham) Limited is the data controller and where applicable, the data processor of your information.

This Policy together with any other documents referred to on it sets out the basis of:

- What personal data we collect and why
- What we do with your personal data
- How we secure your personal data
- How you can change or delete your personal data

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

### **Definitions**

'Store' - means the public area of Abbey Appliances at the registered address The Courtyard, 86 High Street, Evesham, Worcestershire, WR11 4EU.

'Service' - means purchases and/or electrical/installation work purchased or instructed by a Customer from Abbey Appliances.

'Customer' - means a person who uses our Store or Services or has previously used our Services.

'Personal Data' - means any information that can personally identify an individual.

### **What Information We Collect**

The legal basis in which we process information we collect is in order for us to provide efficient Service to the Customer and is in our (Abbey Appliance's) legitimate interests which are further explained in 'How We Use The Information Collected' section of this Policy.

We may collect and process various forms of information when you use our Store or Service:

## **'Customer-Provided' Information**

When you use our Store or Service, you may provide Personal Data and we as a result, may collect this. Personal data is any form of information that can identify an individual for example, name, email address, mailing address, and credit card or other billing information. Examples of when this information may be provided include, but are not limited to, when you purchase an appliance, instruct us to complete electrical work and when you have contacted us.

We do not collect or process any information automatically.

## **'Third-Party information'**

When required to escalate bad Customer debts or when selling extended warranties we will share essential information as provided by the Customer in order to complete the relevant task. Our third-party debt collection agency (DebtGuard) and extended warranty provider (Siriuscare) have their own privacy policy which we recommend you review.

We receive third-party information from external appliance repair service providers and local letting agencies for the purpose of completing repair work on their behalf and each individual provider has their own privacy policy which we recommend you review. The relevant external service providers include but are not limited to:

- Repaircare, Talbot Way, Small Heath Business Park, Birmingham Area, Birmingham B10 0HJ
- Repairtech Services (UK) Limited, The Courtyard, Harris Business Park, Hanbury Road, Stoke Prior, Bromsgrove. B60 4DJ
- Amica, The CDA Group, Harby Road, Langar, Nottingham, NG13 9HY
- Statesman Appliances, 38 Bluestem Road, Ransomes, Europark, Ipswich, IP3 9RR
- Gorenje (UK) Ltd., Tuition House, 27-37 St. George's Road, London SW19 4EU
- Caple, Maurice Lay Ltd. Fourth Way, Bristol, BS11 8DW
- UK Warranty, The Venter Building, 3 Madarin Road, Rainton Bridge Business Park, Houghton Le Spring, DH4 5RA

## **How We Use The Information Collected**

We use the information that we collect in a variety of ways during the provision of our services and operation of our business, including the following:

### **Operations**

- To carry out our obligations arising from any contracts entered between you and us
- To carry out any business essential administrative processes

### **Communications**

- To enable our team to provide support to Customers when requested or

- required to do so
- Investigate any issues that arise from using our Services

### **How We Store The Information We Collect**

The data we collect from you may be processed, transferred and stored using our internal database which is integral to our business operations. This database is part of a engineer and diary management system provided by Calculus Software Solutions Ltd, 4 Warren Court, Park Road, Crowborough, East Sussex, TN6 2QX who have their own privacy policy which we recommend you review. Their access to our system can only be allowed by us upon request and is strictly limited to troubleshooting and maintenance of the system itself.

We have ensured that all services we use to transfer, store and/or process data have been verified to ensure that they are compliant with the European Union's General Data Protection Regulation (GDPR) and any other respective legal framework that applies to that particular service. Further to this, we will continually monitor said services to ensure compliance is still being achieved at any given time and the data they hold is stored in a safe and satisfactory manner using the most up to date security measures. We will, to the best of our knowledge, not process, store or transfer any data to any service that does not comply with the GDPR or have adequate security measures in place to protect your personal data.

### **Disclosure Of Information**

We will only disclose your information to any third-parties as detailed in this Policy and under the following circumstances:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Abbey Appliances (Evesham) or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- To facilitate payment (for example, Barclaycard Merchant Services).
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or to protect the rights, property, or safety of Abbey Appliances (Evesham) Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.
- In order for them to provide you with information about goods and services which may be of interest to you.

If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, you can do so by contacting [info@abbeyappliances.co.uk](mailto:info@abbeyappliances.co.uk). For more information, please see the 'Your Rights' section of this Policy.

## **Children's Privacy**

Protecting the privacy of children is particularly important in data protection. We do not knowingly collect any Personal Data of anyone younger than 18 unless parental consent has been obtained prior to using our Service. If we become aware of any personal data that has been gathered on a child who is under the age of 18 without parental consent, we will take the appropriate action to ensure it is removed from our system.

## **Access To Information & Your Rights**

We are committed to protecting and respecting your privacy. Under the GDPR, as a Customer of our Store and Services, you have several rights in relation to your personal data which include:

- The right of access - you have the right to know exactly what information we hold about you and how we process it.
- The right of rectification - you have the right to have your personal data rectified if it is incorrect or incomplete.
- The right to be forgotten - You have the right to have your personal data removed or deleted without a specific reason for doing so. This is also known as 'the right to erasure'.
- The right to restrict processing - an individual's right to block or suppress processing of their personal data. You have the right to block your personal data from being processed.
- The right to data portability - you have the right to request the personal data we hold about you for your own use.

If you wish to exercise any of your rights in accordance with the GDPR, please contact us with the specific request using the contact details located under the 'Contact Us' section of this Policy. The action taken will be free of charge, provided in an easily accessible format (if applicable) and actioned within 30 days, where possible.

If you have concerns about the way we handle your personal data, you can contact the ICO or raise a complaint by contacting [info@abbeyappliances.co.uk](mailto:info@abbeyappliances.co.uk) and we will investigate accordingly.

## **Data Retention**

### **Customers**

We will continue to retain any information collected from a Customer of our Store and Services as long as the Customer is deemed 'active' and current. When a Customer is deemed 'inactive', we will remove information as set out below:

- Personal data and history of purchases/services used will be automatically deleted if a Customer has not entered into a contractual sales or used our Services for a period of five years or more.

We may still hold personal information of inactive Customers under the following conditions:

- If required to do so in order for us to continue our duties as a service provider
- If required for financial records in line with UK accounting and taxation laws (for a period of at least 6 years, plus the current year)
- If deemed necessary due to any legal obligations or regulatory investigations that may arise

## **Employment Applicants**

In regards to prospective employment with Abbey Appliances (Evesham) Limited, by applying for any vacancy through the various channels, you agree to the processing of your personal data that is required in order for us to complete the employment process accordingly and thus, agree to this Policy. If you're unsuccessful in your application to work at Abbey Appliances (Evesham) Limited, we must retain your personal information for 6 months in accordance with UK employer law. After 6 months, we will remove your personal information unless explicitly agreed otherwise. As set out in the 'Your Rights' section of this policy, if you wish to correct or request deletion of your information before the 6 month time frame has expired, please contact [info@abbeyappliances.co.uk](mailto:info@abbeyappliances.co.uk) with the relevant request.

## **Contact Us**

You can contact us at any time if you have any questions, comments or requests regarding this Privacy Policy using the following information:

Abbey Appliances (Evesham) Limited  
The Courtyard  
86 High Street  
Evesham  
Worcestershire, WR11 4EU

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

Alternatively, you can use the Contact Us page on our website [www.abbeyappliances.co.uk](http://www.abbeyappliances.co.uk)

## **Changes To This Policy**

Any changes we may make to our privacy policy in the future will be notified to Customers in Store and a review of our Privacy Policy will be completed ever 12 months or in the event of legislation adjustments (whichever comes first).