



Customer Privacy Notice

Background information for customers

A lost or broken neutral is an electrical fault that can affect households and businesses, most commonly, because of bad weather such as storms, high winds and lightening or it could be accidental, such as a tree falling on power lines. Power flows in and out of your premises from a distribution network; it enters through the active cable and leaves through the neutral cable. If there is no neutral, there will be an influx of voltage entering your premises, resulting in over voltage and can cause equipment to become overheated, damaged and sometimes non-fixable. Graphic Electronics Services Ltd is a service provider, contracted by your power supply company, to assess and remediate any faults resulting from a loss of neutral or neutral fault. To provide this service, Graphic Electronics Services Ltd will require certain information from you, to carry out their works.

Graphic Electronics Services Ltd values your privacy and is dedicated to protecting your personal information and providing you with notice about what personally identifiable information we collect and how it is used, what choices you have regarding the collection, use and distribution of that information, the security procedures we implement to protect that information and what access you may have to correct any inaccuracies in the information we have collected from you.

This privacy notice (policy) applies to the personal identifiable data collected when providing lost neutral and fault services to residents and businesses, including but not limited to:

- Alarm Systems, Repairs, and Installation
- CCTV, Repairs, and Installations
- Security Lighting, Repairs, and Installation
- Gas and Oil Heating, Boilers, Thermostats, and Showers
- Audio-Visual Repairs and Replacements: TV, DVD, Satellite, and Hi-Fi
- White Goods Repairs: Washers, Fridges Freezers, Dryers, Dishwashers, and Microwaves
- PC Repairs and Networking
- Electrical: PAT Testing, House Repairs, House Rewires, Visual Inspection, Periodic Inspection, Consumer Unit Repairs and Replacement

The policy will explain how Graphic Electronics Services Ltd collects and uses the personal data of the energy supplier clients.



What data do we collect?

Graphic Electronic Services Ltd collects the following data:

- Personal identification information (Customer name, house number, address, post code, telephone number and email address (if applicable)).
- Other data (Date of engineer visit, make and model numbers of items found to be faulty, serial number(s), approximate age, approximate purchase price and the name of the engineer visiting you).

How do we collect your data?

You (the customer) provide Graphic Electronic Services Ltd directly with most of the data we collect. We collect and process data when you:

- Are visited by an engineer to assess any damage caused by a lost neutral or neutral fault.
- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies. See our web-based [Privacy Policy](#).

Graphic Electronic Services Ltd may also receive your data indirectly from the following sources:

- Your energy supplier, who use our services to assess and remediate faults resulting from lost neutrals or neutral fault.

How will we use your data?

The company uses personal data in a manner which is necessary and appropriate to a specific in relation to a specific customer.

Personal data is used specifically by the company throughout the lifecycle of each individual job in relation to a specific customer.

Graphic Electronic Services Ltd collects your data so that we can:

- Visit you to assess and remediate damage caused by a lost neutral or neutral fault.
- To keep you informed of progress if full remediation cannot be completed on our first visit.



How do we store your data?

Graphic Electronic Services Ltd stores your data within a secure Microsoft Office 365 SharePoint site. This SharePoint site is not public facing and can only be accessed following a successful, authorised logon to the company's Office 365 services.

Graphic Electronic Services Ltd will keep your personal data for as long as there is an administrative need to keep it, to carry out its business or support functions or, for as long as it is required to demonstrate compliance for audit purposes or for legislative requirements. Legislative requirements include but are not limited to: the Enterprise and Regulatory Reform Act 2013, the Competition Law Act 199, the Data Protection Act 2018 and the UK GDPR.

At the end of a loss of neutral or neutral fault incident, it is the Project Director's responsibility to decide whether there is a continuing need to keep the personal data that has been collected and whether it can be securely deleted. Consideration should be given to redacting or anonymising the personal data if it is deemed reasonable. Proportionality is considered at this stage, as personal data will form part of the corporate record and information is interwoven across the incident management files. Where it is decided that the personal data should be securely deleted, the relevant administrator for that incident or project should carry this out using 'delete' functionality in the folder and the recycle bin. The data will remain in the collection recycle bin for 93 days. In the case of hardcopy or physical material, a nominated person from the incident or project team should do this by shredding the documents but in either scenario, the Records Management Team and Internal Audit Team should be kept informed of the decisions that have been made.

Marketing

Graphic Electronic Services Ltd does not buy, sell, obtain or process personal data in conjunction with any third parties.

What are your data protection rights?

Graphic Electronic Services Ltd would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request from Graphic Electronic Services Ltd copies of your personal data. We may charge you a small fee for this service.



The right to rectification – You have the right to request that Graphic Electronic Services Ltd correct any information you believe is inaccurate. You also have the right to request Graphic Electronic Services Ltd to complete information you believe is incomplete.

The right to erasure – You have the right to request that Graphic Electronic Services Ltd erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Graphic Electronic Services Ltd restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Graphic Electronic Services Ltd.'s processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Graphic Electronic Services Ltd transfer the data that we have collected, to another organisation or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us using any of the following methods:

Email: FOI_Request@graphicelectronicsservices.co.uk

Call us on: 01274 651733 or 01274 656829

Or write to us: Unit 2 Mitre Court, Cutler Heights, Bradford, BD4 9JY

Via the website [Contact Us](#) form (please see the [web specific privacy policy](#) on our website relating to the use of cookies).

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

For further information, visit aboutcookies.org.uk website.



Privacy policies of other websites

The Graphic Electronic Services Ltd website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Graphic Electronic Services Ltd keeps its privacy policy under regular review. This privacy policy was last updated on 16 September 2022.

How to contact us

If you have any questions about Graphic Electronic Services Ltd.'s privacy policy, the data we hold about you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email: FOI_Request@graphicelectronicservices.co.uk

Call us on: 01274 651733 or 01274 656829

Write to us at: Unit 2 Mitre Court, Cutler Heights, Bradford, BD4 9JY

Via the website [Contact Us](#) form (please see the [specific policy on our website](#) relating to the use of cookies).

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Graphic Electronic Services Ltd. has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO Website: <https://www.ico.org.uk>