

# ERS Refrigeration & Air Conditioning Privacy Policy

In accordance with the General Data Protection Regulation (GDPR) we will comply with their regulations for the Legal basis for processing your personal data.

Your personal information is an important part of our service and is used solely for the purpose of better customer communication between ourselves - for example Quotes, invoices, reminders, and statements.

Any personal or Company information we hold with the exception of employees will be restricted to name, address, telephone numbers, email address, banking details for making payments, credit card information for receiving payment and details of our business transactions. Additional data held about employees will be the information required for their employment.

We also hold certain types of data in accordance with legal requirements for tax and accounting purposes.

The data is held for the purpose of maintaining high quality working relationships between both parties.

## Keeping your data

We will make sure to only keep data for as long as it is required, to service your account, retain your transactional history and payment preferences.

- We always work to keep data safe
- Make it clear when and why we are collecting and using the data
- Keep data up-to-date and only hold on to it for as long as is necessary
- Only hold data for the purpose for which it was collected
- Collect and securely store the information you provide to us, such as your personal data including payment preferences.
- Treat data with the same respect as you treat your own personal data
- Delete all data held if you so request. However, in some circumstances, it will not be possible for us to do so due to legal requirements placed on us but, we will make you fully aware if this is the case and the reason your data cannot be destroyed or returned and at which time it can be destroyed.

We will not disclose your data to third parties unless previously agreed or required under a contract or if there is a legal requirement to do so.

All of the information we hold on you will be used and stored in the UK and will not be transferred outside the EU in line with the GDPR

## Who we would share data with

We will share your data with our Accountant to fulfil our legal requirements in producing Financial Statements, VAT and Corporation Tax Returns.

#### How we will keep your data secure

We are committed to ensuring that your information is secure with us and with third parties who act on our behalf. All information is securely destroyed as soon as it is no longer required for our legal requirements. This is usually up to six years after your relationship with us ends, unless we are required to keep it longer (for example due to a court order or investigation by law enforcement agencies or regulators)

As standard, we use comprehensive modern technology and processes to ensure the security of all data held, including but not limited to: firewalls, encryption, password management and regular software updates.

We only retain data for the length of time it is required and always dispose of it securely.

Paper documentation is securely locked away and all staff are trained and encouraged to have a clear desk policy.

This privacy notice is not a contract and does not change the terms of any contracts we have with you. Most of your information will have been provided by you, or created through your use of our products and services. Occasionally we also collect information from Credit Reference agencies or public sources such as Companies House, references you have supplied to access your credit worthiness.

You have a number of legal rights to control what we do with your information. For example, you can ask us to tell you what information we have about you and get a copy of it; correct or update information that is wrong; stop using your information in certain circumstances; stop sending you marketing material (should we ever do this).

For more information on how and when you can ask us to do this, or if you would like to complain to our Data Protection Officer, please contact Linda Hynan at [ersrefrigeration@btconnect.com](mailto:ersrefrigeration@btconnect.com).

We hope that we can resolve any complaints, but if we don't you can contact the Information Commissioner's Office (ICO).