

PRIVACY NOTICE

John Clark Services
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enquiries@johnclarkservices.co.uk

What information we gather:

We collect only information provided by you either via the enquiry form on our website, email, letter, or by telephone, that is required to enable us to carry out a service to you as our customer.

How we use your information:

We may use your information to contact you by post, telephone, email, to notify you of important changes or developments to the site and our services and to inform you of services recommended as a result of your contact, such as boiler service reminders, recommendations for follow-up work, invoice reminders/statements. Each time we contact you, you have the right to decline further communications from us. We will not use your information for marketing purposes.

Cookies:

Cookies are small pieces of data stored within your internet browser. They contain information about your browsing preferences, any relevant log-in details and other activity related to a particular website. Enabling cookies will improve the experience you receive on our website, making it more convenient to browse, navigate and make repeat visits. Cookies identify you only through a unique user ID number, unless specifically stated otherwise at the request location. You can disable cookies on your computer by changing the settings in your browser. However, if you disable cookies then you may be unable to access certain areas of our website.

How we store your information:

The UK Data Protection Act 1998 and GDPR requires us to follow strict security procedures in the storage and disclosure of the information you have provided to us. It requires us to only store the information that directly pertains to the type of service you require from us. Therefore, we undertake to only store information for the legal retention period, ensuring electronic data is securely stored, using adequate firewalls, password protected and ensuring our computers are regularly virus scanned.

Is your information shared?

We will never disclose information about you to third parties, unless required to do so by law, or unless in execution of the work you require (and with your prior consent). Our site may, from time to time, contain links to and from other websites. If you follow a link to any of these websites, please note that these websites will have their own privacy policies. Please check these policies before you submit any personal data to these websites.

Your data protection rights

Your right of access - You have the right to ask us for copies of your personal information. In this instance, this may take the form of past invoices or estimates.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. The number to contact is within the heading on this document.

We have been guided in the production of this document by Information held on the Commissioner's Office website and we trust we have clearly laid out our processes as required under these guidelines, should you require further information, or advice and feel you cannot approach us directly, you may find the help you need by contacting the address below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113