

Privacy and Data Protection Policy

1. Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation and the current Data Protection Act (the "GDPR").

2. How do we process your personal data?

Calder Services complies with its obligations under the "GDPR" by keeping personal data up to date, by storing and destroying it securely, by not collecting or retaining excessive amounts of data, by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

3.) What data do we hold relating to our clients

Calder Services maintains an up to date database on Microsoft Access to store as much relevant information as we can relating to our customers appliances / properties and the work we have undertaken on them. We also maintain a Sage accounts package which stores information relating to the invoices we send out and any associated payments.

4.) Why do we need your personal data?

Calder Services store and use your personal data for the following purposes:-

- To keep a record of any work we have undertaken at your address.*
- To keep a record of any parts or equipment we have installed at your address.*
- To keep a record of any invoices and payments associated with your address / account.*
- To allow us to provide a reminder service for any routine maintenance requirements.*
- To contact you from time to time if we have information we think may be useful to you.*

5.) Your rights to your data

Please be assured that Calder Services do not hold any data that we do not believe to be vital in order for us to provide a professional service to our valued clients. If you want to know more about the data we hold or your rights under the GDPR then please contact our friendly and efficient customer care team via the contact details below.

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