ETECH ELECTRICAL

POLICY REF: POL-GDPR-001 • ACTIVE

Statutory Privacy Policy & Fair Processing Notice • UK GDPR & Data Protection Act 2018

Data Controller	**Etech Electrical**	**Effective Date**	1st November 2026
Designated Lead	Alex Harris, Managing Director	**Governing Law**	UK GDPR & Data Protection Act 2018
Contact Email	info@etechelectrical.co.uk	**Registered Area**	Taunton, Somerset, United Kingdom

1. INTRODUCTION & PURPOSE

Etech Electrical (referred to in this policy as "we", "us", or "our") operates as an electrical contracting business providing commercial, industrial, and domestic electrical installation, maintenance, testing, and certification services. We are dedicated to respecting your privacy, safeguarding personal information entrusted to us, and maintaining compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains clearly how we collect, process, store, share, and protect personal data obtained directly from clients or indirectly via builders, main contractors, letting agents, and governing bodies, as well as outlining your statutory rights as a data subject.

2. THE TYPES OF PERSONAL DATA WE COLLECT

Depending on the nature of our engagement, we collect and process the following categories of personal information:

- **Individual Identifiers:** Full name, title, and job role/position (for commercial and business clients).
- **Contact Information:** Billing address, physical site/installation address, telephone numbers (mobile and landline), and email addresses.
- **Property & Installation Technical Details:** Unique Property Reference Numbers (UPRN), Meter Point Administration Numbers (MPAN), existing circuit schedules, consumer unit configurations, photographs of switchgear and cable runs, and building access security codes (e.g., key safe or switch cupboard codes).
- **Financial & Transactional Data:** Quotations, estimates, invoices, payment history, and bank transfer receipts. We do not store full payment card details.
- **Digital Communications:** Enquiries, email correspondence, text messages, and site liaison notes recorded through our job management systems.

3. HOW WE OBTAIN PERSONAL DATA

We collect personal data through two primary routes:

3.1 Data Provided Directly by You

Most personal information is supplied directly by you when you:

- Request an estimate, site survey, or emergency call-out via telephone, email, our website contact form, or direct message.
- Accept a written estimate, schedule an electrical installation, or commission testing works.
- Communicate with our engineers and project coordinators during on-site surveys and installations.

3.2 Data Received Indirectly from Third Parties

We frequently receive personal information indirectly in the following professional scenarios:

- **Main Contractors & Builders:** Passing customer contact details and premises addresses to enable us to quote for, carry out, or certify the electrical package on a broader development or renovation project.
- **Specialist Subcontractors & Partner Trades:** Heating engineers, air conditioning contractors (e.g., JMJ Air Conditioning), or renewables installers referring clients requiring dedicated sub-mains, isolators, or supply upgrades.
- **Landlords, Estate & Letting Agencies:** Providing tenant contact and access details to coordinate periodic Electrical Installation Condition Reports (EICRs) or remedial safety repairs.

4. LAWFUL BASES FOR PROCESSING

Under Article 6 of the UK GDPR, we rely on the following lawful bases to collect and process your personal data:

Lawful Basis	Processing Purpose	Operational Examples
Contractual Necessity (Art. 6(1)(b))	Fulfilling our agreement to deliver electrical installation, maintenance, testing, or remedial services.	Preparing written quotations, procuring specific materials, attending site, carrying out electrical works, and issuing final invoices.
Legal & Statutory Obligation (Art. 6(1)(c))	Complying with statutory construction, building safety, electrical standards, and taxation legislation.	Issuing Electrical Installation Certificates (EIC/EICR) under BS 7671; notifying Part P Building Control; submitting DNO notifications (EV charge points, solar PV); and retaining 6-year accounting records for HMRC.
Legitimate Interests (Art. 6(1)(f))	Operating our business efficiently, ensuring public safety, maintaining historical installation records, and debt recovery.	Retaining historical circuit records to verify previous works, proving BS 7671 compliance during audits, managing warranty claims, and pursuing outstanding debts.
Consent (Art. 6(1)(a))	Specific optional communications outside our core contractual engagement.	Sending promotional marketing updates, seasonal maintenance reminders, or customer feedback requests. Consent can be revoked at any time.

5. DATA SHARING & THIRD-PARTY DISCLOSURES

We do not sell, rent, or trade your personal information. We disclose personal data only to trusted third parties strictly necessary for statutory compliance, safety, and business operations:

- **Competent Person Schemes & Governing Bodies (e.g., NAPIT / NICEIC):** To register completed works, verify compliance with BS 7671 (IET Wiring Regulations), and facilitate on-site technical inspection audits. Governing bodies may request to sample-audit completed installations; clients are always notified before any external audit takes place.
- **Local Authority Building Control (LABC):** Automatic statutory notifications required under Part P of the Building Regulations (processed via our competent person scheme).
- **Distribution Network Operators (DNOs) (e.g., National Grid Electricity Distribution):** Mandatory notifications and prior applications for EV charger installations, heat pump supplies, solar photovoltaic (PV) generation feeds, battery storage, and incoming cutout/fuse upgrades.
- **Appointed Subcontractors & Partner Trades:** Specialist contractors (e.g., trenching, access control, MEWP operators, or fire alarm engineers) requiring site access to complete designated elements of your project.
- **Cloud Software & IT Service Providers:** Secure UK/EEA-hosted platforms used for electrical certification software, estimating, CRM, accounting (e.g., Xero, QuickBooks), and email communications.
- **Debt Recovery & Legal Representatives:** In the event of unpaid balances, data may be shared with debt recovery agencies and legal counsel following formal final payment notices.

6. DATA SECURITY & STORAGE PROTOCOLS

We implement robust technical and organisational security measures to protect your personal data against unauthorised access, alteration, disclosure, accidental loss, or destruction:

- **Authentication & Access Controls:** All business software, email portals, and cloud drives require two-factor authentication (2FA) and role-restricted access.
- **Device Security:** Company tablets, laptops, and mobile phones used on site are password-protected, encrypted, and configured with remote-wipe capability.
- **Physical Security:** Physical documents, calibration logs, and paper test records are stored in locked cabinets within our registered office.

7. DATA RETENTION SCHEDULE

We hold personal data only for as long as necessary to fulfil the purposes for which it was collected and to satisfy legal, accounting, and statutory certification requirements:

Record Category	Standard Retention Period	Statutory / Operational Justification
Electrical Certification & Inspection Reports (EIC, EICR, Minor Works)	**10 Years** (or duration of company trading)	Required to reissue copies, support building sale conveyancing, defend against latent liability claims, and prove BS 7671 regulatory compliance.
Financial Records, Invoices & Receipts	**6 Years** following the end of the financial year	Statutory compliance with HM Revenue & Customs (HMRC) and the Companies Act.
Unaccepted Quotes & General Enquiries	**12 Months** from quote date	Permits follow-up liaison; purged thereafter unless converted into active contracts.

8. YOUR STATUTORY DATA PROTECTION RIGHTS

Under the UK General Data Protection Regulation, you possess distinct statutory rights regarding our processing of your personal information:

- **Right of Access:** You may request copies of personal data we hold about you (Subject Access Request).
- **Right to Rectification:** You may ask us to amend inaccurate or incomplete personal records without undue delay.
- **Right to Erasure ("Right to be Forgotten"):** You may request the deletion of your personal data where there is no overriding legal or regulatory reason for us to retain it. *(Note: Statutory electrical test certificates and HMRC tax records cannot be erased during their mandatory retention periods.)*
- **Right to Restrict Processing:** You have the right to request that we temporarily halt processing while data accuracy or legitimate grounds are verified.
- **Right to Object:** You may object at any time to our processing of your data based on legitimate interests or for direct marketing purposes.
- **Right to Data Portability:** You may request that we transfer personal data you provided directly to you or another organisation in a structured, machine-readable format.

EXERCISING YOUR RIGHTS & TIMELINES

You are not required to pay any fee to exercise your rights. Upon receiving a formal data rights request, we are legally required to verify your identity and respond fully within **one calendar month**. Please submit all requests in writing to: **info@etechelectrical.co.uk**.

9. HOW TO MAKE AN ENQUIRY OR FILE A COMPLAINT

If you have questions, feedback, or concerns regarding how Etech Electrical collects, manages, or stores your personal data, please contact our Data Protection Lead directly:

Alex Harris — Managing Director
Etech Electrical • Taunton, Somerset, United Kingdom
Email: **info@etechelectrical.co.uk**

ESCALATION TO THE SUPERVISORY AUTHORITY (ICO)

If you remain dissatisfied with our response or believe that we are processing your personal data unlawfully, you have the statutory right to lodge a formal complaint with the UK supervisory authority:

Information Commissioner's Office (ICO)
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Helpline: 0303 123 1113 • Website: https://www.ico.org.uk