

Precise Installs Group Ltd - Privacy Policy

Precise Installs Group Ltd SC778018, whose registered office address is at 6th Floor Gordon Chambers, 90 Mitchell Street, Glasgow. G1 3NQ and trading address at: Block 6, Unit 17, Third Road, Blantyre Industrial Estate, South Lanarkshire, G72 0UP. Companies within the group are:

1. Precise Installs (Strathclyde) Ltd SC513312
2. Precise Installs Bathrooms Ltd SC778050
3. Precise Installs Renewables Ltd SC778176

We are committed to maintaining the trust and confidence of our customers and visitors to our website. We do not sell, rent or trade your information with other companies and businesses for marketing purposes; we take your data protection very seriously.

This policy explains your rights under the Data Protection Act (DPA) and General Data Protection Regulation (GDPR). It also provides detailed information about what we collect, why we need it, what we do with it and how long we store it for.

What we collect

Any personal information you submit to us via phone, email, text, social media or via our website which may be used to identify you such as your name, address, phone number and email address. Your IP address, (not linked to personally identifiable information) is logged by our web server. This is used to note your interest in our website and to help diagnose problems with our server and to administer our website. We do not follow a user's browsing path outside of our website.

We use Google analytics to collect standard Internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way, which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Click here to read Google's privacy policy: <https://policies.google.com/privacy?hl=en-Uk>

Why we need it

We need your information to answer your enquiries, inform you of new services & offers, schedule our services to you, issue quotations, invoices, job updates, submission of finance applications where applicable, inform manufacturers for warranty purposes and process payments via our job management system – Simpro. We may also use it for the purposes of debt recovery in case of non-payment.

In connection with these purposes, we may share your personal information with third parties that perform services on our behalf, such as business partners including Mailchimp, subcontracted labour and suppliers of products / materials.

By following the links below, you can read our partners privacy policies:

Mailchimp: <https://mailchimp.com/legal/privacy/>

Simpro: <https://www.simprogroup.com/uk/legal/personal-data-protection-policy>

We may also disclose your personal information to third parties in other circumstances, in particular:

- If we are under a duty to disclose or share your personal information to comply with any legal obligation, or to enforce or apply our terms and conditions of trading and other agreements:
- To protect the rights, property, or safety of Precise Installs (Strathclyde) Limited, our staff, our customers or others.
- In response to a request from a governmental authority (including a regulator).

Security

Our website has security measures in place to protect the loss, misuse and alteration of the information under our control. Unfortunately, no data transmission is 100% secure. As a result, while we strive to protect your personal information, Precise Installs Group Ltd cannot ensure or warrant the security of any information you transmit to us, and you do so at your own risk. Once we have received your transmission, we make our best effort to ensure its security on our systems.

How long we store it for

We will not keep your personal information longer than is necessary, taking into account information needed for product warranty / guarantee or recall purposes and in any event for a maximum of 12 calendar years. If you are no longer a customer of ours, after this time has elapsed, it will be destroyed, if a customer commits fraud, details will remain on file and will be shared with UK law enforcement agencies if requested.

Your rights

You have the following rights:

- The right to ask what personal information we hold about you at any time;
- The right to ask us to update and correct any out of date or incorrect personal data that we hold about you free of charge.

Should you wish to exercise either of the above rights you can email our Office Manager at info@preciseinstalls.co.uk

If you are not happy how we handle your personal data, you can raise a complaint with the Information Commissioners Office. Our Company reference is: ZA615722

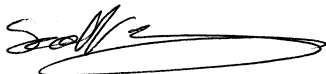
Further information can be found at: <https://ico.org.uk>

Links to other websites

This privacy policy does not cover the websites linked to this website. Those sites are not governed by this Privacy Policy, you will need to check that site's privacy statement if you have any questions about how they use your information.

This policy is reviewed regularly and was last updated in January 2024

Signed:



Scott Murphy
Director