

Privacy & Cookie Policy

1. Introduction

We are Doctor Sparky Ltd, a company registered in England and Wales with company number 07128884 and offices at 51 Edgell Road, Staines, Middlesex TW18 2EP (**we, us**). This Policy sets out how we will process and handle personal data. You can contact us by email: info@doctorsparky.co.uk or by telephone: 01784 558 758 or 07970 970 880.

We reserve the right to update this Policy from time to time at our discretion. If we do so, and the changes substantially affect your rights or obligations and we have your email address, we shall contact you. Otherwise, the updated version will be effective as soon as it is accessible. You are responsible for regularly reviewing this Policy so that you are aware of any changes to it.

We are the controller of the personal data that you provide to us.

2. Collecting Your Personal Data

You do not need to provide us with any personal data if you wish to browse our website. But, we do need to collect your personal data when you place an order for our products and services. We need your name, email address, geographical address for billing and for the location where the services are to be provided, telephone number and payment details. It is mandatory to provide this information to us if you wish to place an order.

We will collect your name and phone number if you leave us your details within our website; and we will collect such other personal data you provide to us if you otherwise contact us.

All personal data that you provide to us must be true, complete and accurate. We may keep a record of any conversation that we have. If you provide us with inaccurate or false data, and we suspect or identify fraud, we will record this. In addition, we may search at fraud prevention agencies for information on you as part of our due diligence to ensure we comply with anti-money laundering legislation.

3. Lawful use of your personal data

We will only use your personal data where we have a lawful basis to do so. The lawful purposes that we rely on are:

- consent (where you choose to provide it),
- performance of our contract with you;
- legal compliance; and
- legitimate interests. When we refer to legitimate interests we mean our legitimate business interests in the normal running of our business which do not materially impact your rights, freedom or interests.

We will process your personal data to perform any contract we have entered into with you, including in particular to provide the services to you, to manage any after sales services and to deal with payments and if agreed, refunds due. We will also need to use your personal data to contact you to confirm the dates we will provide the services.

We may also use your personal data for our legitimate interests, including for regulatory and legal purposes for audit purposes and to contact you about changes to this Policy.

4. Who do we share your data with?

For our legitimate interests, we may share your personal data with any service providers, sub-contractors and agents that we may appoint to perform functions on our behalf and in accordance with our instructions, including payment providers, IT service providers, book keeper, accountants, auditors and lawyers. We shall provide our service providers, sub-contractors and agents only with such of your personal data as they need to provide the service for us and if we stop using their services, we shall request that they delete your personal data subject to applicable laws.

In order to comply with our legal obligations, under certain circumstances we may have to disclose your personal data under applicable laws and/or regulations, for example, as part of anti-money laundering processes or protect a third party's rights, property, or safety.

For our legitimate interests, we may also share your personal data in connection with, or during negotiations of, any merger, sale of assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company.

5. Where we hold and process your personal data

Some or all of your personal data may be stored or transferred outside of the European Economic Area (**the EEA**) for any reason, including for example, if our email server is located in a country outside the EEA or if any of our service providers are based outside of the EEA. If we do store or transfer your personal data outside the EEA, we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the EEA under applicable data protection laws.

6. Security

We shall process your personal data in a manner that ensures appropriate security of the personal data, including protection against unauthorized or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

However, no system can be completely secure. Therefore, although we take steps to secure your information, we do not promise that your personal data that you provide to us will always remain secure.

7. Marketing

When you contact us, you will be offered the opportunity to opt in to receive our newsletter and marketing material. If you agree to do so, we shall use your name and email address to send our marketing material to you. You can choose to no longer receive marketing emails from us by contacting us or by clicking unsubscribe from a marketing email. If you do unsubscribe from our mailing list, it may take up to 5 business days for your new preferences to take effect.

8. Cookies

A cookie is a small text file containing a unique identification number that is transferred (through your browser) from a website to the hard drive of your computer.

We do not set any cookies on our website that collect or store information about your personal details.

We only use a Google Analytics cookie to monitor how our website is used. This cookie collects information anonymously and generates reports detailing information such as the number of visits to the website, where visitors generally came from, how long they stayed on the website, and which pages they visited. Google Analytics places several persistent cookies on your computer's hard drive. If you do not agree to this you can disable persistent cookies in your browser. This will prevent these third party cookies from logging your visits.

9. Your rights

You have the right to obtain from us a copy of the personal data that we hold for you or request that we transfer your personal data to another organisation.

You can also require us to correct errors in the personal data that we process for you if it is inaccurate, incomplete or out of date.

You also have the right at any time to require that we delete your personal data that we hold for you.

[At any time, you can withdraw your consent to receive our marketing emails.]

To exercise these rights, or any other rights you may have under applicable laws, please contact us.

Please note, we reserve the right to charge an administrative fee if your request is manifestly unfounded or excessive.

If you have any complaints in relation to this Policy or otherwise in relation to our processing of your personal data, please contact us. If you are not satisfied with our response, you can contact the Information Commissioner, see www.ico.org.uk to lodge a complaint.

10. Retention of personal data

We retain your personal data in accordance with applicable laws. The length of time we keep your personal data depends on what it is and whether we have an on-going business need to retain it (for example, to keep a record of our customers with a current warranty or to comply with applicable legal, tax or accounting requirements). Once we no longer have an on-going business need to retain your personal data, we shall make sure it is deleted or made anonymous within our systems.

11. General

If any provision of this Policy is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the parties and all other provisions shall remain in full force and effect.

This Policy shall be governed by and construed in accordance with the law of England and Wales.