



Electravisión (UK) Limited Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Post: Electravisión (UK) Limited, 26 Plough Lane, Wokingham, Berkshire, RG40 1RG, GB

Telephone: 0118 961 0018

Email: sales@electravisión.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses

Electravisión (UK) Limited Call: 0118 961 0018

26 Plough Lane
Wokingham
Berkshire RG40 1RG

Email: sales@electravisión.co.uk
Web: www.electravisión.co.uk
VAT Reg no: 786 3385 82
Company Reg no: 04319802

Registered office address:
Osbourne House,
143-145 Stanwell Road,
Ashford, Middlesex TW15 3QN
Registered in England & Wales



Lawful basis and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which mean you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful basis for the collection and use of your data

Our lawful basis for collecting or using personal information to **provide services and goods** are:

- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

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Where we get personal information from

- Directly from you

How long we keep information

While your account is active we store relevant data until we are told that our services are no longer required.

Who we share information with

Others we share personal information with

- External auditors or inspectors
- Other relevant third parties:
 - Alarm monitoring services (where a customer has requested this service)

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO. The ICO's address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated: 29 October 2024

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