



Privacy Policy

1. Policy Statement

At GR Electrical Services, we provide excellent services to our customers while prioritising safety, fairness, and professionalism. We value the privacy of our staff, customers and suppliers and we are committed to managing personal data in a professional, lawful, and ethical manner in accordance with the General Data Protection Regulation (GDPR). The GDPR contains provisions aimed at enhancing the protection of personal data, which we are obligated to uphold as data controllers.

GR Electrical Services Limited process certain information about its staff, customer, suppliers, and other individuals with who it has a relationship for various purposes, including but not limited to:

1. The requirement and payment of staff
2. The day to day purchasing and sales of goods.
3. The making or receiving of payments as part of the day-to-day trading
4. Contacting individuals about submissions or requests for information.
5. Handling correspondence, comments or complaints about our products and services.
6. Complying with legal obligations and government regulations, including those imposed by local authorities.

To ensure compliance with legal obligations, including those under the GDPR, GR Electrical Services Limited must collect and use information about individuals is collected fairly, store it safely and securely, and refrain from disclosing it unlawfully to third parties.

We are committed to ensuring that GR Electrical Services, our employees and third parties performing services for or on behalf of us, only collect and process personal data necessary for legal and regulatory or legitimate organisational purposes.

Non-Compliance with data privacy legislation could result in harm to individuals, orders to cease the processing, fines or litigation and may damage GR Electrical Services reputation. Therefore, adherence to these regulations is paramount, requiring an overarching and standardised approach to privacy protection. Compliance also involves maintaining adequate documentation to demonstrate accountability for privacy.

The Directors consider the implementation of this policy fundamental to GR Electrical Services meeting its stated commitments. This Policy is reviewed for continuing suitability at least annually and revised as often as necessary.

Directors Board
GR Electrical Services Limited



The Privacy Policy applies to the processing by GR Electrical Services of personal data of employees and third parties including customers and suppliers.

Personal data is all information relating to (an) identified or identifiable individual(s) (such as name, date of birth and contact details).

More sensitive information (such as race or ethnic origin, political opinions, religious or philosophical beliefs, memberships, genetic data, health data, gender and sexual orientation and criminal convictions and offences) is sensitive personal data and subject to more stringent requirements.

2. GR Electrical Golden Privacy Rules

The Golden Privacy Rules apply to the processing of all personal data by GR Electrical Services.

- 1) **Compliance:** All processing must adhere to GR Electrical Services policy and data protection legislation
- 2) **Purpose Limitation:** Processing must be for specific, determined, legitimate business purposes.
- 3) **Data Minimisation:** Access to and processing of data should be limited to what is necessary.
- 4) **Accuracy:** Data must be kept accurate, complete, and up to date, and should only be retained for as long as necessary.
- 5) **Confidentiality:** All personal data is treated as confidential and stored securely to prevent unlawful or unauthorised sharing, access, or processing, as well as accidental loss, destruction or damage.
- 6) **Breach Reporting:** Everyone has a duty to report any suspected data breaches.
- 7) **Transparency:** The reasons for collecting and processing personal data must be clearly communicated to the relevant individuals.
- 8) **Third-Party Agreements:** A data protection agreement must be in place before sharing personal data with a third party.
- 9) **Respect for Rights:** The rights of individuals to access, correct, restrict, and remove their personal data will be respected.
- 10) **Privacy Risk Assessment:** Identify privacy risk before implementing new business processes or services such as new IT systems.

3.0 Our Privacy Approach

GR Electrical Services is committed to handling data fairly, lawfully, and transparently, taking its data protection obligations seriously. We ensure compliance with applicable data protection laws and are responsible for deciding how we hold and use personal information. We are required under data protection laws to notify you of the information contained in this Privacy Policy. All staff are responsible for securely maintaining any personal information they handle and refraining from disclosing it to any unauthorised third parties.

3.1 Processing of Personal data by GR Electrical

“Personal Information” includes any information that relates to an individual and/or from which they can be identified directly or indirectly. GR Electrical process the personal data of employees, job applicants, former employees, customers, and suppliers.

3.2 How is your personal information collected.

We use different methods to collect data from and about including.

- 1) Personal Information you provided directly you may give us your consent, identification details and financial data (such as your name, home address, telephone number, bank account info) by filling in forms or corresponding with us by phone, email post or otherwise. As part of our health surveillance and monitoring obligations, we may also collect information relating to your health via third party that we instruct such as Northern Safety Ltd.
- 2) Automated technologies or interactions - in some cases we may collect information about your computer, including your IP address, operating systems, and browser type. We collect this personal data by using cookies, server logs and other similar technologies. (See Internet Privacy & Cookie Policy HR731)
- 3) Third parties or publicly available sources - we may also receive personal data about you from various third parties and public sources such as companies house, analytics providers such as google and background check providers.

- 4) Surveillance - we may capture photographs and video images of you by way of CCTV in operation on our site. CCTV system operating within GR Electrical is for the purpose of protecting staff & property. GR Electrical will only process personal data obtained by the CCTV system in a manner which ensures compliance with legislation.

3.3 How we use your information

Under data protection law, we can only use your personal information if we have proper reasons, e.g.

- Where you have given consent
- To comply with our legal and regulatory obligations or to take steps at your request before entering a contract.
- More rarely, we may need to use your Personal information to protect your vital interests, for example we may need to disclose information regarding your health to a hospital in the event of a medical emergency, or
- For our legitimate interests or those of a third party. For example, for the purpose of effective business management or to assist a relevant authority (such as the police) with their investigation where there is an overriding public interest to do so.

A legitimate interest when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests. We will carry out an assessment when replying on legitimate interests, to balance our interests against your own.

We explain below what we use your personal information for and why.

- Recruitment and entitlement to work in the UK
- Providing services
- Customer support
- Service improvement.
- General business purposes
- Carrying out legal obligations
- For training and quality purposes
- Internal compliance monitoring
- Internal record keeping in compliance with GDPR.
- Marketing, sales, and promotional plans - including updating and maintaining our client's relationship management system.
- Health and safety reasons
- Gathering and proving information required by or relating to audits, enquiries, or investigations by regulatory bodies.

3.4 Social Media, Promotional Material & Publications

We may use your personal information, including photographs, film and quoted statements taken at organised events, on site or on GR Electricals internal and external communications, including for example GR Electrical Website and published articles. We may also use the same information to promote GR Electricals activities on social media platforms. Such as LinkedIn and Twitter. The use of your personal information, including photographs and film containing your image, for this purpose is on the basis GR Electrical legitimate interest in promoting and advertising its business, with the expectation of:

- Photos/filming of student visitors to GR Electrical events (e.g., students from schools or colleges). Where we have received their consent. We ask for consent in these circumstances to ensure that the students (and their parents and carers) understand they may be photographed, and a consent form will be signed.

Should you not wish for photographs or film containing your image or quoted statements (or other personal information) to be used this purpose where lawful basis is legitimate interest, then you have a right to object to this processing. Please contact GR Electrical privacy team (heather@gr-electrical.co.uk) to exercise this right or for more information. Where the lawful basis content, if you do not give your consent, you have the right not to appear at all in the photograph or film. However, please be aware that once an article or promotional material is published and in circulation (for example, in a brochure or tweet) it may be copied and used by others. If you ask us not to use the photographs, film, or quoted statements in future, we will comply with your request and we will do our best to stop others doing so, but we will not be able to guarantee this if you have notified us after the publication takes place.

We will make efforts to notify you when photography and/or filming for this purpose is taking place at an event within our knowledge and authorisation, or on site and where it is likely that such images will be posted internally or externally.

3.5 To whom do we disclose your information and what do we do to keep your information secure

We will only use your personal information for our internal business purposes, some of which are mentioned above. We do not sell any of your personal information to third parties. However, we may disclose your information to service providers, email support services, regulators, HMRC, legal teams, accountants, and actuaries and for site security forms. We have put in place appropriate physical and technical measures to safeguard the personal information we collect in connection with our services. In addition, we limit access to your personal information to those employers, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. However, please note that although we take appropriate steps to protect your personal information, no website, product, device, online application or transmission of data, computer system or wireless connection is completely secure and therefore we cannot guarantee the security of your personal information.

3.6 Data Retention - how long we will store/keep your personal information

GR Electrical Services retains personal information for as long as necessary to fulfil the purposes for which your personal information has been collected as outlined in this privacy policy unless a longer retention period is required by law. When your personal information is no longer required for the purpose, it was collected or as required by applicable law, it will be deleted and/or returned to you in accordance with applicable law.

3.7 Accessing your personal information

GR Electrical Services will collect, store, and process your personal information in accordance with your rights under any applicable Data Protection Laws. Under certain circumstance, you have the following rights in relation to your personal information:

- 1) **Subject Access** - you have the right to request details of the personal information which we hold about you and copies of such personal information.
- 2) **Right to withdrawn consent** - where our use of personal information is based upon your consent, you have the right to withdraw such consent at any time. In the event you wish to withdraw your consent to processing, please contact us using the details provided below
Email - heather@gr-electrical.co.uk / anita@gr-electrical.co.uk
- 3) **Data Portability** - you may, in certain circumstances, request us to port (i.e., transmit) your personal information directly to another organisation.
- 4) **Rectification** - We want to ensure that the personal information about you that we hold is accurate and up to date. If you think that any information, we have about you is incorrect or incomplete, please let us know. The extent required by applicable laws, we will rectify or update any incorrect or inaccurate personal information about you.
- 5) **Erase (right to be forgotten)** - you have the right to have your personal information 'erased' in certain specified situations.
- 6) **Restriction of processing** - you have the right in certain specific situations to require us to stop processing your personal information and to only store such personal information as necessary for specific purpose.
- 7) **Object to processing** - you have the right to specific types of processing of your personal information, such as where we are processing your personal information for the purposes of direct marketing.
- 8) **Prevent automated decision taking** - in certain circumstances, you have the right not to be subject to decisions being taken solely based on automated processing.

3.8 Security and confidentiality

GR Electrical has taken appropriate reasonable technical and organisational measures to protect data from misuse or accidental, unlawful, or unauthorised destruction, loss, alteration, disclosure, acquisition, access, or other processing. To achieve this, GR Electrical has developed and implemented the GR Electrical Information Security Policy (HR).

Employees are authorised only to access personal data to the extent necessary to serve the applicable legitimate purpose and to perform their job.

Employees who have access to personal data shall meet their confidentiality obligations.

3.10 Enforcing your rights

If you wish to enforce any of your rights under applicable Data Protection Laws, then please contact us at heather@gr-electrical.co.uk we will respond to your request without undue delay and no later than one month from receipt of any such request, unless a longer period is permitted by applicable Data Protection Laws, and we may charge a reasonable fee for dealing with your request which we will notify to you. Please note that we will only charge a fee where we are permitted to do so by applicable Data Protection Laws.

3.11 Contact us / Further information

We have appointed a GDPR/Data Protection Team, who is responsible for overseeing questions in relation to this Privacy Policy. If you have any questions about this Policy, including any requests to exercise your legal rights, please contact the team using details below:

Heather Simpson Email heather@gr-electrical.co.uk or write to GR Electrical Services limited, Merlin House, Aviation Road, Sherburn Enterprise Park, Sherburn in Elmet, Leeds, LS25 6NB.

If you have any questions regarding the collection, processing, or use of your personal information, or if you wish to correct, clock, rectify, object, revoke your consent to any applicable aspect of this policy or delete any of your personal information please contact us.

3.12 Changes to this Privacy policy

It is also important that you check back often for updates to the Privacy Policy, as we may change this Privacy Policy from time to time. The date last updated legend at the bottom of the document states when the Privacy Policy was last updated, and any changes will become effective upon posting of the revised Privacy Policy. We will provide notice to you if these changes are material and, where required by applicable law, we will obtain your consent. We will provide this notice by email, on the virtual office boards and staff notice boards.

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