



General Privacy Policy

1. Introduction

GR Electrical Services Limited (“we”, “our”, “us”) is committed to protecting the privacy and personal data of our employees, customers, suppliers, and other third parties.

This Privacy Policy explains how we collect, use, and protect personal information, your privacy rights, and how we comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Policy should be read in conjunction with our Data Protection Policy (HR725), which provides detailed internal procedures for managing personal data, and our Cyber and Information Security Policy, which covers monitoring, IT security, and data protection practices.

2. Scope

This Privacy Policy applies to all personal data collected or processed by GR Electrical Services, including:

- Employees (Including remote workers)
- Customers and clients
- Suppliers and contractors
- Website visitors

Personal data refers to any information relating to an identified or identifiable individual. Sensitive data (e.g., health information) is subject to stricter safeguards.

3. How We Collect Personal Data

We may collect data through:

- **Direct interactions:** Forms, emails, phone calls or correspondence, job applications.
- **Automated technologies:** Cookies, server logs, website analytics (see Internet Privacy & Cookie Policy HR731).
- **Third parties and public sources:** Companies House, background check providers, analytics services.
- **Surveillance:** CCTV for safety & security

4. How We Use Personal Data

We process personal data for legitimate business purposes, including:

- Recruitment, onboarding, and verifying right to work
- Delivering services and customer support
- Improving service quality
- Fulfilling legal and regulatory obligations
- Marketing and maintaining client relationships
- Health and safety monitoring
- Supporting audits or regulatory enquiries

We rely on legitimate interests, contractual necessity, legal obligations, or consent, depending on the activity.

5. Employee Monitoring and Remote Working

GR Electrical Services uses authorised monitoring software (such as ActivTrak) for employees working remotely. Monitoring may include application usage, system activity, and productivity metrics.

This monitoring is carried out for legitimate business purposes, including:

- Protecting company systems and data security
- Ensuring productivity and performance management
- Compliance with legal and regulatory requirements

Monitoring is conducted in line with the Data Protection Act 2018 and UK GDPR. Only information necessary for these purposes is collected, access is restricted to authorised personnel, and monitoring data is retained only for as long as necessary.

Employees are informed of monitoring practices through this Privacy Policy, the Cyber and Information Security Policy, and during induction. Monitoring will never be used for unlawful or discriminatory purposes.

6. Social Media, Marketing & Publications

We may use personal information, including photographs, video footage, or quotes, for internal and external communications such as:

- Company newsletters
- Social media platforms
- Website content
- Marketing and promotional materials

Where required by law, we will obtain consent before using such materials. You may opt out at any time by contacting our GDPR Leads.

7. Staff and Contractor Data Protection Training

- Staff and contractors who process personal data receive GDPR training relevant to their responsibilities.
- Staff and contractors who do not handle personal data are provided with awareness guidance on confidentiality, security, and reporting.

All personnel are expected to maintain confidentiality and comply with company policies.

8. Sharing Your Personal Data

We do not sell your personal data. Data may be shared with:

- Trusted service providers (IT support, email, cloud services)
- Regulatory bodies (e.g., HMRC)
- Legal advisors, accountants, or auditors
- Security or access control providers

All third parties must comply with data protection laws and company instructions.

9. Security

We take appropriate technical and organisational measures to protect personal data, including:

- Restricted access to authorised personnel only
- Secure storage and encryption
- Regular review of procedures
- Policies for secure disposal of data

While we take all reasonable precautions, no system is completely secure, and absolute protection cannot be guaranteed.

10. Retention of Personal Data

We keep personal data only as long as necessary to fulfil the purposes for which it was collected or as required by law. When no longer needed, data is securely deleted or destroyed.

Monitoring data is retained only for as long as necessary to achieve its stated purposes and is normally deleted after 2 Months, unless required for ongoing investigations or compliance.

11. Your Rights

You have the right to:

1. Access your personal data
2. Correct inaccurate data
3. Request deletion (Right to be Forgotten)
4. Restrict processing
5. Object to processing, including for direct marketing
6. Request data portability
7. Withdraw consent where applicable
8. Prevent automated decision-making

Requests should be sent to:

- Heather Simpson: heather@gr-electrical.co.uk
- Anita Oliver: anita@gr-electrical.co.uk

We will respond within one month unless an extension is permitted by law.

12. Cookies

Please see our separate Internet Privacy & Cookies Policy (HR731) for full details on website cookies and tracking.

13. Data Breach Notification

- All suspected or actual breaches are reported immediately to our GDPR Leads.
- Where required, the ICO is notified within 72 hours.
- If the breach is likely to result in a high risk to individuals' rights and freedoms, affected data subjects are informed without undue delay.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements.

- Updates will take effect upon posting on our website.
- Material changes will be communicated via email, noticeboards, or other appropriate means.
- Where required by law, we will obtain your consent before implementing material changes

15. Contact

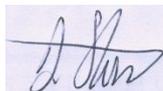
For questions about this Privacy Policy or to exercise your data rights, please contact:

Heather Simpson

GR Electrical Services Limited, Merlin House, Aviation Road, Sherburn Enterprise Park, Sherburn in Elmet, Leeds, LS25 6NB  heather@gr-electrical.co.uk

This Privacy Policy has been reviewed and approved by the Board of Directors.

Signed on behalf of GR Electrical Services Limited:



Dave Storr
Operations Director

Author: HS	Version: 02	Issue Date: 09.09.2025
Authorised by: DS		Next Review: 09.09.2026
HR763 General Privacy Policy		