



Internet Privacy and Cookie Policy

GR Electrical Services Limited respects your privacy and is committed to protecting your personal data. This privacy policy will inform you of how we look after your personal data when you visit our website and tell you about your privacy rights and how the law protects you.

This policy, together with our cookies policy tells you about how we collect, use, and protect your personal information.

The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We only collect Personal Information that you submit to us, including but not limited to personal data (i.e., your name, mailing address, email address, title, organisation, and information supplied by you voluntarily to GR Electrical relating to computer software or hardware installed in your site that is applicable to GR Electricals' products), for example when you download information or documents, request further information from us or participate in a promotion or survey, etc. We may also collect aggregate information regarding users of the Site. GR Electrical also uses such information to contact people for marketing purposes.

IP Addresses

An IP address is a number automatically assigned to your computer whenever you access the Internet. All computer identification on the Internet is conducted with IP addresses, which allow computers and servers to recognise and communicate with each other. GR Electrical does log IP addresses, or the location of your computer on the Internet, for systems administration and troubleshooting purposes. However, we do not use IP address logs to track your session or our behaviour on the Site.

Location Data

We may use and store information about your location if you give us permission to do so ("Location Data"). We use this data to provide features of our Service, to improve and customize our Service. You are enabling or disable location services when you use our Service at any time, through your device settings.

Third-Party Links

GR Electrical Contracts with one or more third parties to maintain and host the Site. Therefore, any information you submit, including Personal Information, shall be placed, and stored on a computer server maintained by this third party. Your use of the Site and any provision of Personal Information you submit to the Site constitutes your acknowledgement that such information or content could pass through and may be stored in servers outside the control of GR Electrical. You agree that GR Electrical has no liability or responsibility for any such pass through or storage of same.

How and when we collect data

We use different methods to collect data from you and about you including through:

Direct interactions you may give us your email address, first and last name, title by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
Request an enquiry

Automated technologies or interactions as you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. (Please see our cookies policy for further details)

Third parties or publicly available sources. We may receive personal data about you from various third parties as set out below:

- Analytics providers such as Google, Social platforms such as Facebook.



Google Analytics

Our website use Google Analytics, a web analytics service provided by Google, Inc ('Google').

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google Analytics uses cookies (text files placed on your computer) to help website operators analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other products relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. For more information on the privacy of Google, please visit Google Privacy & Terms web page:

<https://policies.google.com/privacy?hl=en>

How and why, we use your personal data

We will only use your personal data for the purposes for which we collected it unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. Please note that we may process your personal data without your knowledge or consent, where this is required or permitted by law. Most commonly, we will use your personal data in the following circumstances:

- **To register you for the newsletter:** Necessary consent.
- **Asking you to take a survey:** Necessary for our legitimate interests. To keep our records updated and to study how customers use our services.
- **Administration:** Where we need to perform the contract, we are about to enter or have entered with you. Also, if you contact us with a query, we may use your personal information to provide you with a response.
- **Legal:** Where we need to comply with a legal obligation.
- **To deliver relevant website content and advertisements:** Necessary for our legitimate interests to study how customers use our services, to develop them, to grow our business and to inform our marketing strategy.
- **To use data analytics:** Necessary for our legitimate interests to define types of customers, to keep our website updated and relevant, to develop our business and to inform our customers.
- **To use your IP addresses:** Necessary for our legitimate interests to avoid duplicate input and improve the users experience on the website.

You can ask us to stop sending you marketing messages at any time by emailing sales@gr-electrical.co.uk

Who do we share your information with and how we protect you

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

How long will you use my personal data?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Controlling your Personal Information

You may choose to restrict the collection or use of your personal information in the following ways

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at sales@gr-electrical.co.uk

We will not sell, distribute, or lease your personal information to third parties unless we have your permission or are required by law to do so.

Cookies Policy

To ensure all features of our website work properly, your computer, tablet or mobile needs to accept cookies. Our cookies don't store your personal information but help us recognise you.

Cookies will automatically be placed on your computer, tablet, or mobile web browser when you visit GR Electrical Services Limited, and your use of our website services signifies your consent to our policy.

We also work with select partners that provide content for our website who will have their own cookie policies.

What are cookies?

Cookies are small pieces of data that are stored by your browser on your computer's hard drive. They are typically used to keep track of the settings users have selected and actions they have taken on a site. Cookies are used by websites to help them run smoothly and ensure certain features work properly. Cookies cannot harm or scan your computer for private information stored on your hard drive.

When you visit GR Electrical Services website, cookies will automatically be placed on your computer, tablet, or mobile web browser. You can choose to disable or manage cookies anytime through your browser settings, however, if you do some features on the site may not work properly.

Types of cookies

- **Temporary Cookies:** are sometimes called "session cookies" and are only stored on your computer until you close your browser. They help us to remember things you've selected on previous pages, so you don't have to re-enter information.
- **Persistent Cookies:** These are stored on your browser for a fixed period (for example, 30 days), after which they are deleted. These cookies can help us remember preferences you may have made when returning to our website.

Cookies we use

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for Security reasons	Session	Essential
hs	Used for Security reasons	Session	Essential
svSession	Used in connection with user login	2 years	Essential
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Essential
_wixCIDX	Used for system monitoring/debugging	3 Months	Essential
_wix_browser_sess	Used for system monitoring/debugging	Session	Essential
Consent-policy	Used for cookie banner parameters	12 months	Essential
smSession	Used to identify logged in site members	Session	Essential
TS*	Used for security and anti-fraud reasons	Session	Essential
bSession	Used for system effectiveness Measurement	30 minutes	Essential
Fedops.logger.sessionId	Used for stability/effectiveness measurement	12 months	Essential
wixLanguage	Used on Multilingual websites to save user language preference	12 Months	Functional

How do I turn cookies off?

You can choose to manage or disable cookies anytime through your browser settings. To find out more about cookies, visit www.aboutcookies.org.uk or www.allaboutcookies.org but if you do some parts of the site may not work properly.

What benefits do I receive from cookies?

Overall, the use of cookies helps to give You a customised experience at the Site. Using cookies, we will know what's working and what's not. That information is then used to keep our Site fresh and relevant to You the user. Cookies also allow the personalization of any online services We may provide to You.

Changes to our privacy notice

GR Electrical Services reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Your legal rights

We may only handle your personal data by having a certain legal ground to that end (i.e., "legal basis" in terms of GDPR) For the purposes of this Policy, our legal basis for processing data us:

Your consent which is necessary for certain types of processing (for direct marketing, for example)
 Because the handling is required for the fulfilment of a contract between you and GR Electrical Services Limited or for us to take necessary prior steps before entering such a contract, on condition that we do this exceptionally per your request.

Our legitimate interest:

- Protecting GR Electrical Services Limited and our customers from attempts to engage in fraudulent transactions
- Providing quality customer support
- To comply with legal obligations

Legal basis for Processing Personal Data Under General Data Protection Regulation (GDPR)

Request to access, correct, restrict, or remove personal data, you are invited to contact us at sales@gr-electrical.co.uk or send us mail to: GR Electrical Services Limited, Merlin House, Aviation Road, Sherburn Enterprise Park, Sherburn in Elmet, Leeds, LS25 6NB.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Dave Storr
Operations Director
GR Electrical Services Limited

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