

Privacy Policy

Air Conditioning Essentials Ltd

Our contact details

Name: Air Conditioning Essentials Ltd
Contact: Lauren Davidson
Address: Unit 43, The Acorn Centre, Oldham, OL1 3NE
Phone Number: 0161 678 8995
E-mail: lauren@acesentials.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Your name, address, phone number, email address, website, bank account number and sort code. We will collect this information for your personal and/or business details as applicable.
- We operate CCTV on the exterior and interior of the property.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To store as required on our internal database, Epos Now, QuickBooks and Trackabout Software to enable us to provide cash and credit accounts to you so we can process sales upon request and to further enable us to track stock purchases.
- Where credit accounts apply, we collect bank account information to make credit checks if applicable.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Should a credit check apply we may receive data from a third party who carries out the relative check on you and/or your business.
- Upon sensory operation of the CCTV, video data will be collected and viewed only as required by the company or police.

We use the personal information that you have given us to create a cash or credit account to assign cash sales, invoices, statements and any such like sales related information to you or your business. We may share this information with a credit reference agency if so required.

Any CCTV data collected will only be viewed or share should an incident arise where the viewing or sharing of information is a necessity required by law. This information will not be shared with any third party that doesn't have the legal right to acquire. Third parties that we may share this data with would be the police, solicitors or other legal entities.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) **Your consent. You are able to remove your consent at any time. You can do this by contacting lauren@acessentials.co.uk or in writing addressed to Lauren Davidson, Unit 43, The Acorn Centre, Oldham, OL14DY.**
- (b) **We have a contractual obligation.**

How we store your personal information

Your information is securely stored.

We keep all your personal data for ten years. We will then dispose of your information by removing all electronic records across each software program, deleting your file on our internal database and responsibly disposing of any hard copies.

We will contact you via email or in writing one month prior to the ten-year lapse to notify you of the above, and unless advised otherwise electronically or in writing we will then dispose of your personal data.

Any CCTV data recorded is held for seven days then automatically deleted by the Swann Security Systems

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at lauren@acessentials.co.uk, 0161 679 8995 or Unit 43, The Acorn Centre, Oldham, OL1 3NE if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Air Conditioning Essentials Ltd, Unit 43 The Acorn Centre, Oldham, OL1 3NE, lauren@acessentials.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>