

Privacy Policy

Our contact details

Name: Fibretech Fabrications Ltd

Address: Unit E St Cleer Business Park, St Cleer, Liskeard, Cornwall PL14 6EQ

Phone Number: 01579 349953

Email: sales@fibretechfabrications.com

Website: www.fibretechfabrications.com or www.fibretechfabrications.com

Date: July 2022

The type of personal information we collect.

We currently collect and process the following information:

- Personal identifiers e.g., Name, address, telephone numbers, email address.
- Installation address if different from above address.
- Quote or order information including price.
- Employee data including name, address, DOB, email address, Next of kin contact information and bank details for payroll.

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:

- For quote and/or order purposes including attending property for survey and/or install
- Registering warranty
- Employment reasons e.g., Payroll, emergency contact information and employment contracts.

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

- Owner of property giving Tenant/resident contact information so we can gain access to provide a service e.g., survey, install or repair. This could be actual homeowners, estate agents or similar, building contractors, council or some with power of attorney which legal allows to share information about someone or property.

We use the information that you have given us to be able to book survey and/or installation for quote or order we have been asked to do.

We may share this information with FENSA and/or INSTALLsure. This will only be IF we have installed and only IF it is covered under FENSA and INSTALLsure guidelines. Not all jobs we install are covered by one or both. The only customer information we share with these parties are:

- Name
- Address
- Email address
- Installation address
- What's been installed
- Price

Only other information we share will be employee information with our accountant for any payroll and HMRC reasons and/or emergency reason e.g... next of kin to emergency services if necessary.

Other than this no information about customers nor employee is share outside of Fibretech.

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

- Your consent. You are able to remove your consent at any time. You can do this by contacting: our main office at Unit E St Cleer Business Park, St Cleer, Liskeard, Cornwall PL14 6EQ . Full contact details are on page 1 of this document.
- We have a contractual obligation. In order to provide registered warranties for customer installations we must provide the information to FENSA and/or INSTALLsure. Also for our employees, if we do not take this information we can not provide and contract, payroll and or help if required in an emergency.

How we store your personal information

Your information is securely stored. Paper files filed and held in locked storeroom in a locked building. Online protected by Avast security, Microsoft One drive cloud, passwords, firewalls and backed up on external Hard drive. All emails are protected by IONOS webmail and passwords.

We keep all information gathered (name, address, install address, contact information, email addresses) of customer for:

- Quotes – Paper file for up to 1 year for both Supply only and manufacture and install. Online copy up to 5 years from sent date for manufacture and install. 1year for supply only.
- Orders for 10years to provide warranty cover Plus 1 year for paper copy from install date. Online copy 15 years from install date. Supply only, 1 year for paper copy and 5 years for online copy
- Employment data – for the length of employment with additional 3 years. Then only number and dates left on record.
- Customer information (name, address etc) to be deleted online if customer has only been in contact for quote after 1year since last contact. If any jobs had gone to order, then personal information of customers will be deleted/destroyed when warranties have expired as stated above.

We will then dispose your information by,

- Paperwork – send for destroying in secured waste. This is certificated.
- Online data deleted.

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.

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 email: sales@fibrettechfabrications.com, or write to: Fibrettech Fabrications Ltd Unit E St Cleer Business Park, St Cleer Liskeard Cornwall PL14 6EQ 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:

Write to: Fibrettech Fabrications Ltd Unit E St Cleer Business Park, St Cleer Liskeard Cornwall PL14 6EQ

Email: sales@fibrettechfabrications.com

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>