

Privacy Policy

OUR PRIVACY PROMISE

Your personal information is just that – personal, so we always treat it with the highest standards of security and confidentiality, and rest assured, we never pass on, sell or swap your information with any other company for their own marketing purposes.

We are committed to keeping your data secure, and we always believe in putting our customers first.

What information do we hold about you?

When you make an enquiry via; email, telephone or our website - about an item and/or a repair/service of that item, book in a repair or purchase an item - we add your name, contact number and email address to our database.

How do we use your information?

Your information allows us to keep a record of work carried out on your item and/or the item you purchased. This enables us to access/utilise relevant information for any future repairs on your item (if applicable).

Your rights regarding your personal data

We will never send you unsolicited communications. Any personal data we hold about you has been provided freely by yourself for the purposes of communication.

You have the right to:

- Ask that we correct or update any personal information that is incomplete, inaccurate or out of date.
- Ask that we erase your personal data from our systems.
- Ask that we stop processing your data or restrict processing where we do not have compelling legitimate grounds which override your interests, rights and freedoms.
- Request access to the personal information we hold about you.
- Object to us profiling your data, where we do not have compelling legitimate grounds which override your interests, rights and freedoms.
- Request that any data provided by you in the context of actively consenting to some form of processing, be returned to you or transferred to another company in electronic form.
- Lodge a complaint with the Information Commissioner's Office (ICO) in the UK.

If you would like to exercise any of these rights, please get in touch with us. Please note that we may ask for proof of identity before providing or updating any personal information we hold about you and if we have a legitimate reason as to why we are unable to fulfil any requests, we will always explain the reasons why.