



**MOMENTUM
ELECTRICAL**
DESIGN | SUPPLY | INSTALL

Unit 26 Victoria Quay,
Royal Clarence Yard, Weevil Lane,
Gosport, Hampshire PO12 1AX
02392 580744
info@momentumelectrical.co.uk
www.momentumelectrical.co.uk

GDPR & Privacy Policy

The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, address, phone numbers, email addresses and other contact details);
- credit or debit card information and/or other payment information;
- IP address and website user statistics

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 maintain our relationship with you whilst you are a customer;
- to process orders and provide agreed goods and services to you;
- for invoicing, processing payments, account set up and general administration;
- to communicate with you, including marketing information and to respond to information requests /enquiries submitted and/or to obtain your feedback on our products and services;

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

- Industry, market segment and/or customer lists we have purchased from third parties;
- Trade shows, conferences and exhibition attendee/exhibitor lists;
- Trade associations;
- Referrals and references from existing customers or suppliers

We use the information that you have given us in order to:

- to personalise our content, business information or enhance the user experience;
- for record keeping, statistical analysis, internal reporting and research purposes;
- to ensure data security and comply with our obligations;
- to notify you about changes to our products and services;
- to decide on and notify you about price changes;
- to monitor the quality of our products and services;
- for logistical purposes, including to plan and log delivery routes;



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- to investigate any complaint you make;
- to provide evidence in any dispute or anticipated dispute between you and us;
- to pre-complete online forms on our website. For example, if you have provided an address when using one service, the websites computers may automatically fill in that information on an order form for another service;
- as we may otherwise consider necessary to support the operation of our website;
- to obtain credit references, credit checks and for debt collection, fraud detection and prevention and risk management purposes;
- to monitor and/or record telephone conversations to or from you in order to offer you additional security, resolve complaints, improve our service standards and for staff training purposes; and
- to protect the rights, property, and/or safety of Momentum Electrical Ltd, its personnel and others;
- to fulfil our legal obligations;
- to meet internal and external audit compliance

We may share this information with:

- third party provider(s) who provide the following types of services to us: marketing, market research, warehousing and logistics, software, recruitment and customer relationship management;
- third party providers and agents we appoint as our sales agents or to perform services on our behalf, who are provided with access to certain Momentum Electrical Ltd customer account details in order to process sales or provide services on our behalf;
- third party providers in order for us to process payments that are due to us, in doing so we provide bank card details to such providers;
- third party advertising partners, such as Google in order for them to assist us in providing you with targeted adverts (as explained above);
- social media companies such as Facebook, Twitter and LinkedIn;
- licensed credit reference agencies, debt collection agencies and lawyers when we carry out credit checks, to report on your payment performance and/or or seek to recover debts due to us;
- our accountants, auditors, lawyers or similar advisers when we ask them to provide us with professional advice;
- emergency services in the event that we need to report accidents or incidents or request emergency assistance;
- any Government Department, public body or other third party where we believe in good faith that the law requires this; in the interests of public health and safety; or in order to protect the rights, property, or safety of Momentum Electrical Ltd, its employees or others;



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- investors and other relevant third parties in the event of an actual or potential sale or other corporate transaction related to Momentum Electrical Ltd;
- any other third parties, if authorised by you to do so.

Under the UK General Data Protection Regulation (UK 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:

The Managing Director, Momentum Electrical Ltd, Unit 26 Victoria Quay, Royal Clarence Yard, Weevil Lane, Gosport, Hampshire, PO12 1AX

T: 02392-580744

E: info@momentumelectrical.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

How we store your personal information

Your information is securely stored.

We retain your personal information for no longer than is necessary for the purposes for which the personal information is collected. When determining the relevant retention periods, we will take into account factors including:

- legal obligation(s) under applicable law to retain data for a certain period of time;
- statute of limitations under applicable law(s);
- (potential) disputes, and;
- guidelines issued by relevant data protection authorities.

Otherwise, we securely erase your information once this is no longer needed.



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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 info@momentumelectrical.co.uk 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 calling, emailing or writing to:

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You can also complain directly 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>