



GDPR compliance & privacy policy

It is necessary for Frampton Electrical Services Ltd. to have your basic contact details so we can contact you regarding any work we are either planning on your property or have undertaken. This means it may be necessary for us to retain files relating to any work completed.

Aside from that, we have no intention to spam you or sell any of your details to any third parties.

The information we hold is what you provide us with, i.e. your name, address, telephone number and email address (if applicable), along with any data related to your electrical installation such as certificates and any photographs I may have taken during the work. This information is available to Jon Frampton, company director & Jai Frampton, company secretary. Unless agreed in advance with yourself, subcontractors or service providers do not have access to this information.

Communications you receive from Frampton Electrical Services Ltd. may be written or verbal, but would only be directly related to your installation.

We do not send out marketing materials or any advertisement of any form.

All information Frampton Electrical Services Ltd. store is held securely on company computers at the registered office of Frampton Electrical Services Ltd. All information is backed up to an external cloud storage system. This data is encrypted and security procedures are in place to keep that data private and only accessible by the same two employees named above.

All documentation related to your work is completed in house by Frampton Electrical Services Ltd. We do not use any third party software for job tracking or to provide estimations/invoices.

While all reasonable steps will be taken to ensure the ongoing security of your information, Frampton Electrical Services Ltd. will not be responsible for any breach of security unless it is the direct result of negligence or neglect.

Any electrical work we complete which falls under Part-P of the Building Regulations is required by law to be notified to Local Authority Building Control. This is done through the NICEIC Approved Contractor Competent Persons Scheme (CPS). No name or contact details are provided to NICEIC but we are required to provide your address and unique electrical certificate number(s) via a secure web based form. They will then pass the information they do have to Local Authority Building Control and issue the certificate of compliance for the work. The NICEIC are GDPR compliant, and their privacy policy can be found on their website

If you have ever made an enquiry with Frampton Electrical Services Ltd. or have appointed us to complete any work, you may:

- Request what information is specifically held about you.
- Request copies of data files stored about you.
- Request that your information is permanently deleted.

In the case of a deletion request, data held in your customer file will also be permanently deleted within 30 days, with the exception of the following documents which the business would be required to retain for legal reasons:

- Invoices issued: Required to be retained for accounting, and warranty purposes.
- Electrical certificates/reports issued and building regulation notifications: Required to be retained as legal proof of work performed at a given property.
- Written correspondence such as agreement for FES to complete particular works and/or personalised amendments to our terms and conditions or other important communications.
- The data held by NICEIC for work completed at your address is required to remain on their database as proof of compliance

Frampton Electrical Services Ltd. will never:

- Sell or release any of your information to any third parties without your explicit consent.
- Send you any unsolicited marketing requests or calls.

Frampton Electrical Services Ltd. does not hold any financial information for any clients. Invoice payments made via a chip & pin reader are handled by SumUp with the card information neither recorded or stored by Frampton Electrical Services Ltd. in any form. If you intend to pay an invoice by credit/debit card then please review their own policy, and if you don't agree with them then a bank transfer remains as an alternative option.

We do not collect any information from visitors to our website.

Frampton Electrical Services Ltd. has accounts on social media platforms such as Instagram. We do not engage in any paid advertising or tracking via any social media platform, and we only use them to share updates of our work as a way to keep clients, potential clients and colleagues updated.

We may post pictures of work we are undertaking or anything we feel may be of interest to our followers on social media and/or our website. Any photos posted will not contain any identifying information. If you don't want us to share any photos then please let us know.

Frampton Electrical Services Ltd. reserves the right to update or amend this policy at any time and without notice.