

Cooks Electrical Services Limited

Privacy Policy

Privacy Policy

This Privacy Policy explains how we collect and process your personal data through your use of our website, including any information you may provide us through our site. By providing us with your data, you warrant to us that you are over 16 years of age. Cooks Electrical Service Limited is the data controller and we are responsible for your personal data (referred to as “we”, “us” or “our” in this Privacy Policy notice). All information that is obtained is handled and stored in accordance to the General Data Protection Regulations (GDPR). If you have a complaint, please contact us so we can try to resolve the issue for you. Please let us know if at any time your personal information changes by emailing us. We may change this policy from time to time by updating this page. This Policy is effective from the 26th June 2024.

What We Collect

We only collect necessary data with your consent. The data we collect includes your name, email address, mobile number, landline phone number, and demographic information such as postal address. We will also collect photos and videos related to our services, and by using our services, you consent that these images can be shared with the intention of promoting our business. We may also use your data to conduct surveys, review requests and loyalty offers.

What We Do With The Data We Collect

We require your data at the point of application to be able to fulfil our services to you, we use it to understand your needs and provide you with the best possible service. We use your data to respond to your queries and service request forms, as well as storing your data for future public marketing campaigns, new services, and special offers alongside other information that we think you may find interesting. If for any reason you no longer consent to us storing and using your information, please contact us and request that your data be removed.

How We Store and Control Your Data

We will not sell, distribute or lease your personal information to any other third parties unless we have your permission or are required to do so by law. You may request details of personal information which we hold about you at any time. You may also request for any personal information which we hold electronically to be securely destroyed. If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be incorrect.

Security

Whilst we make every effort to ensure our website is safe and secure, we advise you that provision of your data is wholly at your own discretion. The personal information you share with us is stored privately and securely until a time that it is no longer required or has no use. We have put in place safeguarding security to ensure the information we collect is stored safely and securely and in line with the General Data Protection Regulations (GDPR).

Cookies

We do not currently run cookies on this page. We will update this privacy policy in the future if we implement cookies.

Links To Other Websites

Our website contains links to other websites of interest. We do not have any control over these other websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites. Those sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Social Media and Social Sharing

Communication, engagement, and actions taken through external Social Media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each respective Social Media platform and have no association with this website. This website may use social sharing buttons which help share web content directly from web pages to the Social Media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your platform account.