

**Goonvean Electronics Limited** understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and rights under the Data Protection Act 2018 and General Data Protection Regulation (the GDPR).

### *1. What does this Notice Cover?*

This Privacy Notice explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the GDPR relating to your personal data.

### *2. What is Personal Data?*

Personal Data is any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification number, electronic location data and other online identifiers.

The personal data that we use is set out below in part 4.

### *3. What are your rights?*

Under the GDPR, you have the following rights, which we will always work to uphold;

- The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in part 10.
- The right to access the personal data we hold about you. Part 9 will tell you how to do this.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in part 10 to find out more.
- The right to be forgotten; you have the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in part 10 to find out more.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to using your personal data for a particular purpose or purposes.
- The right to data portability. This means that, if you have provided personal data to us directly and we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to reuse with another service or business provider.
- Rights relating to automated decision-making and profiling. (We do not use your personal data in this way).
- Further information about your rights can also be obtained from the information commissioner's Office or your local Citizens Advice Bureau.

If you have cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

#### **4. What Personal Data Do You Collect?**

We collect the following personal details:

- Biographical – Name and Title, Organisation name
- Contact details – address, email address and telephone number
- Your professional activities
- Communications sent between you and Goonvean Electronics
- Bank account details where required to make or collect payments
- A record of any details provided (competency or training certificates) required for works

We do not receive any personal data from third parties

#### **5. How Do You Use My Personal Data**

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interest to use it. Your personal data will be used for the following purposes;

##### **Communications**

- Biographical, Contact Details and Communication Records
  - o To process and answer enquiries
  - o To engage suppliers for required products and services
  - o To communicate relevant information regarding products and/or services
  - o To manage everyday business needs regarding related activities

##### **Finance**

- Bank account details
  - o To process payments to suppliers
  - o To process payments from customers

We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

#### **6. How Long Will You Keep My Personal Data?**

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

##### **Communications**

- *Dependant on any contractual arrangements, ongoing prospects, or warranties for services rendered*

##### **Finance**

- 7 years, in accordance with HMRC Statutory Requirements

#### **7. How and Where Do You Store or Transfer My Personal Data?**

We will only store or transfer your personal data within the European Economic Area (the 'EEA'). The EEA consists of all EU member states, plus Norway, Iceland and Liechtenstein. This means that your data will be fully protected under the GDPR or to equivalent standards by law.

#### **8. Do you Share My Personal Data?**

We may share your personal data with other companies in our group for the purposes of combined service or product provision. Where this is shared we will take steps to ensure this is handled safely, securely and in accordance with your rights and our obligations under the law.

In some limited circumstances we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings, or complying with legal obligations, a court order or the instruction of a government authority.

#### **9. How Can I Access My Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a 'subject access request'.

All subject access requests should be made in writing and sent to the email or postal addresses shown in part 10. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. Please ask us for one.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

#### **10. How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details;

Email Address:

GDPR@equinoxx.uk

Telephone Number:

01726 878920

Postal Address:

FAO Data Protection Officer  
Goonvean Electronics Limited  
Boscawen House,  
St Stephen  
St Austell  
Cornwall  
PL26 7QF