



## Customer Privacy Notice

### WHAT INFORMATION DO WE COLLECT ABOUT YOU?

Universal Technology GB Ltd will be the "Controller" of the personal data you provide to us. We only collect very limited information which does not include any sensitive information but does include your name, email address, workplace location and a landline or mobile phone number.

### WHY DO WE NEED THIS INFORMATION?

We need to know this information in order to provide you with a quotation for the works we are going to carry out for you and for our staff to contact you on the day on installation in order to provide the service or to arrange delivery of goods you may have purchased from us. We will not collect any personal data from you we do not need or use it in any way other than to provide and oversee this service to you.

### WHO MIGHT WE SHARE THIS INFORMATION WITH?

All the personal data we collect is processed by our staff in the UK and held electronically on a UK based server and in a paper file held in our office. We may need to pass this information onto one of our suppliers if a delivery of goods you have ordered from us is being delivered direct from their warehouse. No 3rd parties have access to your personal data unless the law allows them to do so.

### HOW LONG DO WE KEEP HOLD OF YOUR INFORMATION?

We are required under UK tax law to keep records which include this data for a minimum of 6 years after which time it will be destroyed.

### HOW CAN I ACCESS THE INFORMATION YOU HOLD ABOUT ME?

If at any point you believe the information we process on you is incorrect you can request to see this information and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated.

### MARKETING

We may like to send you information about our services from time to time but only if you have agreed to receive marketing from Universal Technology Ltd. You may choose to opt out at any time. To opt out you may click Unsubscribe on the marketing email, or contact us by post, telephone or email.

### WHAT YOU CAN DO IF YOU ARE NOT HAPPY WITH HOW YOUR PERSONAL DATA IS PROCESSED

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office <https://ico.org.uk/>

### HOW TO CONTACT US

Please contact us if you have any questions about our privacy policy.

By email: [enquiries@universal-technology.com](mailto:enquiries@universal-technology.com)

By telephone: 01962 776915

By post: Unit A, Balldown Business Centre, Stockbridge Road, Sparsholt, Winchester. SO21 2NA

April 2018

Date of review April 2019