

## Privacy policy

### **What type of information do we collect?**

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

### **How do we collect information?**

When you conduct a transaction to our website, as part of the process, we collect information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

### **Why do we collect such personal information?**

We collect such Non-personal and Personal information for the following purposes:

- To provide and operate the Services;
- To provide our Users with ongoing customer assistance and technical support;
- To be able to contact our Visitors and Users with general or personalised service-related notices and promotional messages;
- To facilitate accounting procedures, such as invoicing and statements
- To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partner may use to provide and improve respective services;

- To comply with any applicable laws and regulations

D.P.L Electrical Services Ltd will only pass on your personal data to third parties as part of the process activities (D.P.L Electrical Services Ltd will never sell your data to third parties).

### **How do we communicate with our site visitors?**

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce any agreement we have with you or applicable national laws. For these purposes we may contact you via email, telephone, text messages and postal mail.

### **How do we use cookies and other tracking tools?**

Our website uses a standard technology called 'cookies' and web server log files to collect information about how our website is used.

To help ensure the best possible user experience to visitors on our site and to continue to improve this experience we use cookies which, with your browsers permission, are very small text files stored on your computer. This helps us identify things such as returning visitors or which site referred you to us. Cookies used on this site do not hold any personal or identifiable data. Cookies are completely safe and will expire at a set time at which point they will be removed by your computer. You are completely free to delete any cookies yourself at any time or if you choose to, you can have your browser prevent them being set in the future. For more information on the cookies used on our website please view our Cookie Policy.

### **Security**

We employ security measures to protect the information provided by you from access by unauthorised persons and against unlawful processing, accidental loss, destruction or damage.

### **Privacy policy updates**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

### **Questions and your contact information**

If you would like to: access, correct, amend or delete any personal information we have about you or if you don't want us to process your data anymore, please contact [dplectricalservices@hotmail.co.uk](mailto:dplectricalservices@hotmail.co.uk)