



Privacy Policy

Data Controller: The company, business or individual engaging the Processor.

Data Processor: Doc 4 Locks Locksmith Services, 74 Crediton Road, Okehampton, EX20 1NY

Doc 4 Locks are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. This policy applies to your use of any of the Services we may provide to you and sets out the basis on which personal data you provide us, or we collect from you, will be used and/or processed by us.

We do not intend to process personal data collected from you for marketing purposes. If we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes, we will obtain your prior agreement.

Our legal basis for processing your information

In order to provide our services, we process your information without consent when we are legally allowed to do so. This will only be where it is in our legitimate interests to do so and where we are confident that such processing is not likely to prejudice your legitimate interests or rights and freedoms. In some instances, where applicable, we will seek your consent to process your personal information.

Where we process your information on the basis of consent that you have given us, you are entitled to withdraw that consent at any time such that we can no longer rely on it as a basis for continuing to process your personal information.

We will process your data:

- To carry out our obligations arising from any commitment entered into between you and us.
- To provide you with information, products and/or services that you request from us or, where you have consented to be contacted for such purposes, that we feel may interest you.
- To notify you from time to time about any changes to any products and/or services that you have requested.

What information does the business collect from you?

In order to fulfil its obligation, the business collects a range of information about you. This includes:

- Contact details including email and telephone numbers;
- Your current address;
- Payment transaction details for invoicing purposes.

The business may collect this information in a variety of ways. For example, via telephone, via email, via text message, submitted by yourself or via a third party who you have requested the service to be carried out.

We may collect information about you whenever you interact with us, for example when you:

- Enquire about our services, visit our website
- Post content to our social media sites (e.g. Facebook)
- Attend a meeting with us and provide us with information about you
- Meet through networking events or exhibitions
- We may also receive information from you from third parties – (such as landlords or estate agencies) but only if you've given them permission to share your information.

By submitting your personal data, you agree to such transfer and processing of your data. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us will be stored in a range of different secure management systems applicable to the type of service we have been engaged to provide, on secure internal IT and email systems and within secure filing cabinets.

We may also gather details of your visits to our website including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise, and the resources that you access.

Who has access to the data?

We do not sell, trade or rent any personal information to others. We may use third party service providers to help us operate our business and website or administer activities on our behalf, such as surveys or sending out updates on services or industry information.

Access to all information restricted by usernames and passwords.

Relevant information is used for invoicing/receipting purposes.

We may disclose your personal information to third parties: If we are under a duty to disclose or share your personal data: (i) in order to comply with any legal obligation; (ii) in order to enforce or apply our terms of use or any contracts formed through our site or; (iii) in order to protect the rights, property or safety of the Company, our customers or others. This includes exchanging information with other companies and business for the purposes of fraud protection and credit risk reduction.

We may legally be required to disclose your details if required to by the police or for regulatory reasons. We will only ever share your data in other circumstances if we have your consent to do so.

All information you provide to us is stored securely. The data that we collect from you may will not be transferred outside the European Economic Area (EEA).

How does the business protect data?

We take the security of your data seriously and will always try to take appropriate precautions to protect it.

Unfortunately, the transmission of information via the internet is not completely secure. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We ensure there are appropriate technical and operational controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except unauthorised individuals.

For how long does the business keep data?

Record keeping is not only for operational reasons but because records are required by various governing bodies and pieces of legislation. We will retain your personal information for as long as is necessary for the relevant activity.

Should we receive an erasure request from you then unless there are other legal grounds and obligations that require us to keep your personal data it shall be deleted.

Keeping your information up to date

Information is only retained to provide the contracted services and you or those authorised by you supply all information. While procedures are followed to ensure the accuracy of information provided we really appreciate it if you let us know if your details change.

Your rights

You retain control of how we use your data and you have a number of rights. You can:

- Require the business to change incorrect or incomplete data;
- Require the business to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- The “right to be forgotten” if we are processing your data on the basis of consent, unless there are other legal grounds and obligations that require us to keep your personal data. In this case any personal data we hold would be erased and we would be unable to fulfil any requests about the information we had held retrospectively;
- The right to access and obtain a copy of your data on request. The right to data portability; and

In some circumstances we may legally be required to retain your personal information. For more information of your rights under GDPR please read the relevant guidance issued by the ICO.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the business. However, if you do not provide the information, the business may not be able to process your service request.

IP Addresses & Cookie Policy

Our website uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at the About Cookies website which offers guidance for all modern browsers.

Other Websites

This privacy policy only relates to information that we obtain from you or via third parties if you've given them permission to share your information. If you visit a website operated by a third party through a link included on our website your information may be used differently by the operator of the linked website. You are advised to read their privacy policy/statement.

Complaints

If you would like to raise a concern or make a complaint about how we process your personal data please contact us directly on

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