



Website Privacy Policy

Updated: 2024

Quick Summary

- We collect basic contact details and track your interactions with our website and emails.
- We use your data to respond to enquiries, send information, and improve our services.
- We don't sell your data to third parties.
- You have the right to access, correct, or request the deletion of your data.
- For any concerns, you can contact us or the Information Commissioner's Office (ICO).

Who Are We?

- Mech-Elec Building Services is a UK-based Mechanical, Electrical, and Plumbing contractor.
- Our registered company name is Mech-Elec Building Services Limited (Company Number 14610319 and our registered address is 18 Westdale Crescent, Carlton, Nottingham, NG4 3JP).

What This Privacy Policy Covers

This privacy policy applies to the website www.mech-elecbuildingservices.co.uk ("website") and our business activities. It explains the types of personal data we collect, how we use it, your rights under UK law, and how you can exercise them.

Please note, this policy does not cover third-party websites that may be linked from our site, and we are not responsible for their privacy practices.

What Data We Collect

We may collect the following types of personal data from you:

Contact Information – Ryan O'Toole, info@mech-elecbuildingservices.co.uk, 01156670244, Mech-Elec Building Services LTD, 18 Westdale Crescent, Carlton, Nottingham, NG4 3JP, Company Director



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Communication Records – A record of our interactions, including any emails or telephone calls exchanged.

Website Interaction – Data on your interactions with our website, such as which pages you visit or whether you click links from our emails.

Tracking Data – We track how recipients engage with our emails (e.g., opens and clicks), as well as overall visitor activity on our website (aggregated data).

How We Use Your Data

We use your personal information to:

- Respond to your enquiries and provide customer support.
- Send you information you've requested.
- Process job applications or career inquiries (please see the Careers section for more details).
- Improve the services and information we offer.

We will not sell or share your data with third parties without your consent, except where required by law. We will only process your data where we have a lawful basis to do so, including legitimate interest or consent where appropriate.

Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website. These cookies allow us to:

- Track how visitors interact with our site.
- Improve the functionality of our site.
- Help us understand which content is most engaging.

Data Storage and Retention



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We store your personal information securely and take appropriate measures to protect it. Your data will be retained only for as long as necessary to fulfil the purposes for which it was collected, including any legal, regulatory, or reporting requirements. For example, enquiry data will be stored for up to 5 years, unless longer retention is legally required.

Who We Share Your Data With

We may share your information with:

- **Group Companies** – We may share your data with our affiliated companies where necessary.
- **Service Providers** – We may use third-party service providers to manage certain business functions (e.g., email marketing or website analytics), but your data will only be processed as instructed by us and protected under contract.
- **Regulatory Authorities** – On rare occasions, we may be required to share your information with regulators or authorities, for example, to respond to a legal request or investigation.

Your Rights

Under UK data protection law, you have the following rights regarding your personal data:

- **Right to Be Informed** – We must inform you clearly about what data we collect, why we collect it, how long we retain it, and who we share it with.
- **Right of Access** – You can request access to your personal data, and we will provide it free of charge unless the request is excessive or repetitive.
- **Right to Rectification** – You can ask us to correct any inaccurate or incomplete information we hold about you.
- **Right to Erasure** – Under certain circumstances, you can request that we delete your personal data. We will comply unless we are legally required to retain it (e.g., for paying suppliers).
- **Right to Object** – You can object to the processing of your data if it is based on legitimate interest or direct marketing purposes.
- **Rights Relating to Automated Decision-Making** – You have the right not to be subject to decisions made solely by automated processes that significantly affect you. We do not use such processes.



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- **Right to Complain** – If you are dissatisfied with how we have handled your data, you can file a complaint with the Information Commissioner's Office (ICO). Visit www.ico.org.uk for more details.

Changes to Our Privacy Policy

We may update this policy from time to time to reflect changes in our business or legal requirements. The "Last Updated" date at the top of this document will indicate when it was last revised. Please check back periodically to stay informed.

How to Contact Us

If you have any questions, comments, or concerns about this privacy policy or your data rights, please contact us at:

Email: info@mech-elecbuildingservices.co.uk