

## **Privacy Notice**

This privacy policy sets out how we use any information that you give Lamberts Installations Ltd when you use this website.

Lamberts Installations Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Lamberts Installations Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

### **What we collect**

We may collect your personal data when you provide it to us through our website, if you write to us or telephone our offices or if you provide your details to us through a third party (including lead generation companies where you have submitted your details online and requested we contact you). Your information may be provided to us in the following ways:

- If you contact us to make a request for a service appointment, enquire about our products and services, including our service plans, or to provide feedback to us on our products and services;
- Your details may be passed to us by a third party, where you have submitted your enquiry online to request our services.

The personal data which we collect about you may include your name, postal address, your email address, contact telephone number and details of any comments or feedback which you provide to us.

As you move around our site, subject to appropriate consents being obtained, we will collect information about your visit, such as which pages you visit, how often you visit and what links you click on. This will include technical information such as Internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, operating system and platform and information about your visit such as the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call us. To improve the services we provide, we also use Google Analytics to provide data for the above mentioned activity as well as general site performance and usage statistics.

The statistical data will not be used to identify customers and will not be linked to a customer's information that has already been disclosed to us.

## **Security**

- We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online;
- We will not sell or distribute your details to any third parties;
- We comply with the Information Commissioner's Office requirements.

## **Links to other websites**

Our website may contain links to other websites. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

We will comply with any customer's request to discard their telephone number, email address and postal address, in line with the Information Commissioner's Office implementation of UK government decisions.

To request this please email us using the form on our website.

## **What we do with the information we gather**

Personal data submitted on this website will be used for the purposes specified in this privacy policy or in relevant parts of the website.

We may use your personal information to:

- administer the website;
- improve your browsing experience by personalising the website;
- enable your use of the services available on the website;
- send you email notifications which you have specifically requested.

## **Other disclosures**

In addition to the disclosures reasonably necessary for the purposes identified elsewhere in this privacy policy, we may disclose information about you:

- to the extent that we are required to do so by law;
- in connection with any legal proceedings or prospective legal proceedings;
- in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); and
- to the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling.

### **International data transfers**

Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this privacy policy.

### **Data security**

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will store all the personal information you provide on our secure servers. Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping your password and user details confidential. We will not ask you for your password.

### **Policy amendments**

We may update this privacy policy from time to time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

## **Your rights**

You may instruct us to provide you with any personal information we hold about you in line with the new GDPR Regulations valid 25 May 2018.

## **Updating your information**

Please let us know if the personal information which we hold about you needs to be corrected or updated.

## **Cookies**

This website uses cookies to enhance the user experience. Cookies are small text files that are automatically placed on your computer when you visit websites. The vast majority of websites on the internet use cookies.

The purpose of our cookies is to make the website function correctly, to personalise the website to your preferences and to collect information about your visit, which will help us improve the website in the future. We never collect information that could identify you or pass information to any third parties.

You can normally visit this website without identifying who you are or revealing any information about yourself. However, cookies are used to store small amounts of information on your computer, which allows certain information from your web browser to be collected. Cookies are widely used on the internet and do not identify the individual using the computer, just the computer being used. Cookies and other similar technology make it easier for you to log on to and use our website during future visits.

By using and browsing this website, you consent to cookies being used. If you do not consent, you must disable cookies in your browser or refrain from using the site.

Most browsers allow you to refuse to accept cookies; for example, in Internet Explorer you can refuse all cookies by clicking “Tools”, “Internet Options”, “Privacy”, and selecting “Block all cookies” using the sliding selector. This will, however, have a negative impact upon the usability of many websites, including this one.

In addition, we use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies which are stored on users’ computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information.

Google’s privacy policy is available at [www.google.com/privacypolicy.html](http://www.google.com/privacypolicy.html).

### **General Data Protection Regulation (GDPR) policy statement**

When you contact Lamberts Installations Ltd, either via the website contact form, by email or by phone, Lamberts Installations Ltd collects and uses personal information submitted (such as name, address, telephone number and email address) in order to effectively respond to your enquiry. By submitting an enquiry you understand and agree to the statements below:

- Lamberts Installations Ltd holds and processes personal information submitted for the purpose of responding to that contact, whether it be from an existing customer or prospective customer. Systems used to hold this information are either web-based and accessed via secure passwords or held on internal systems located in locked premises also with password controlled access.
- Lamberts Installations Ltd acts as a data controller and respects the privacy of individuals and conforms to the applicable laws and regulations on the use of personally identifiable data.
- Lamberts Installations Ltd operates practices and procedures to protect all data submitted and held, protecting it from disclosure, loss, alteration and other inappropriate use.

After submitting personal information to Lamberts Installations Ltd, any individual has the right to request the termination of any or all communications from us and the removal of personally identifiable data. In removing data, we reserve the right to maintain minimal information required to ensure that no further contact is made.

Lamberts Installations Ltd will never sell, exchange or in any way pass on personal information to another party, unless there is a need to do so to complete agreed commercial work or required to do so by a court of law.

In accordance with UK laws, you may request access to view what information is being held. Please contact us with any concerns.