

## **Premier Lifts Limited Client Data Protection Programme**

- Personal information such as your name and address and any information you may have given us when discussing your enquiry which may include sensitive personal data
- The number that you telephoned us on
- Digital information, including your IP address
- Contact preferences
- Information pertaining to your contract
- Details of any service visits we may have made to you and any calls or contact we may have with each other
- Technical information regarding your property and/or lift installation

### **Data retention**

If you make an enquiry with us, a paper record will be made, we will hold this data for 1 year from the date we received your enquiry unless you ask us to remove your information beforehand or, if you enter into a contract with us this information will be transferred to our Computer Database.

If you ask us to remove your data, all the information we have will be deleted from our main data file and any paper documents will be shredded

### **Customer satisfaction**

It is very helpful for us to understand how satisfied you are with your experience of Premier Lifts We may ask you to complete a customer satisfaction survey, either in print or online, which we will use to improve our performance and any concerns our customers raise.

We may conduct credit checks where necessary for contractual purposes.

### **Cookies and web tracking**

Our websites use a range of cookies and tracking pixels to help us ensure our websites provide information effectively. Please see the cookie statement for each of our websites for full details.

### **Your rights**

Every individual has rights regarding the use of their data. These are:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object

### **Exercising your rights**

If you do not wish to receive any calls or marketing materials from Premier Lifts or you wish to exercise any of your rights over your data you can email, telephone or write to us at the addresses below:

**Data Protection  
Premier Lifts Ltd  
Premier House  
Station Road  
Harold Wood  
Essex  
RM3 0BS**

Tel: 01708373332

Email: [andylarkin@premierlifts.co.uk](mailto:andylarkin@premierlifts.co.uk)

### **Correcting your details**

It is important that any data we hold is up-to-date and correct. You have the right to correct any incorrect data and can do so by writing to or emailing the contact above.

### **Making a request to see your data**

If you wish to see a copy of the data that we hold on you, please write to Data Protection Team. Please include your Contract number if possible and details of the information you require.

### **Sharing your details**

#### **Within Premier Lifts**

Information about you and the products we have supplied may be used within the Company for us to fulfil your enquiry and/or our contract with you and for:

- Understanding your requirements
- Legal and regulatory compliance
- Tracking debtors and collecting debts

## **Outside Premier Lifts Ltd**

On occasions we may have to use sub-contractors for projects or works, any data imparted to them will be purely a name and contact number for access or an appointment

## **Security of your data**

All our data is held on secure servers or secure private cloud storage. We take data security very seriously and use a range of tools, software, and services to ensure data is protected.

## **Complaints about how we have used your data**

If you have a complaint about how we have used your data, please contact the

**Managing Director**

**Premier Lifts Ltd**

**Premier House**

**Station Road**

**RM3 0BS**

**Tel: 01708373332**

**Email: [andyarkin@premierlifts.co.uk](mailto:andyarkin@premierlifts.co.uk)**

If you are unhappy with our response you may lodge a complaint with the Information Commissioner's Office.