

PRIVACY POLICY

As of 25/05/2018, The Data Protection Act 1998 will be replaced with the General Data Protection Regulation (GDPR). We fully comply with its requirements.

1.1. How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about products and services, book an appointment online or ask us to repair a device, we will collect other information such as your name, address, phone number, email address and device information such as it's make, model and serial number.

1.2. What type of information is collected from you?

The personal information we collect might include IP address and information regarding what pages are accessed and when. If you book an appointment online or ask us to repair a device, we will collect other contact information such as your name, address, phone number, email address and device information such as it's make, model and serial number.

1.3. How is your information used?

We may use your information to:

- Facilitate and carry out repair effectively
- Send company-based promotions and newsletters to you by e-mail
- Send updates to you such as change of policy by e-mail

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example payment information and invoices). We will keep your personal on our systems for as long as necessary for the relevant activity, or as long as is set out in any applicable contract, you hold with us.

1.4. Who has access to your information?

Under GDPR, the customer has the right to access and amend any of their personal data that we "Tek Repairs NE" holds. You are entitled to view, amend, or delete the personal information that we hold. Email your request to Nathan at support@tekrepairsne.co.uk or phone us on 07340532630.

We will not sell or rent your information to other companies. We will not share your information with third parties for marketing purposes.

1.5. Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us, you can state this to us when booking a repair, and we will mark the system accordingly.

1.6. Right to be forgotten

Tek Repairs NE operates a Right to be forgotten policy. If you do not want us to continue to store your information, please email us at support@tekrepairsne.co.uk or phone us on 07340532630.

Please be aware submitting such a request to us will action the removal of all information we store about you, your devices and any repairs, as such any dispute or warranty claim made after receiving the receipt of such a request will be declined due to us unable to access prior repair and device information. If you still have a live warranty with us or with the manufacturer for a repair or a device bought from us we kindly ask that you wait until said warranty has expired for you to be able to

claim on stated warranty in the event of a breakdown or if a re-repair is necessary. The expiry date for all warranties provided by a manufacturer or us is shown on your invoice.

1.7.18 or Under

We do not usually book in repairs for persons aged under 18 to protect the privacy of children aged 16 or under. If we discover the person contacting us is under 18, we will advise the parent/guardian to either contact us or speaks to us on the phone. If this is not possible, we will recommend parent/guardian to contact us and end the phone call. If the person booking an appointment online is under 18, we will cancel the appointment and delete the submitted information with immediate effect and send an e-mail advising parent/guardian to contact us regarding the repair.

2. Google Analytics

When someone visits www.tekrepairsne.co.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

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This Privacy Policy is liable to change without prior notice or notification.

Call us on 07340 532 630 or 07527 625 878 or contact us for more information.