

# Privacy & Cookie Policy (GDPR)

## 1.0 OUR CORE BELIEFS REGARDING USER PRIVACY AND DATA PROTECTION

- User privacy and data protection are human rights
- We have a duty of care to the people within our data
- Data is a liability, it should only be collected and processed when absolutely necessary
- We loathe spam as much as you do!
- We will never sell, rent or otherwise distribute or make public your personal information

## 2.0 RELEVANT LEGISLATION

Along with our business and internal computer systems, this website is designed to comply with the following national and international legislation with regards to data protection and user privacy:

- [UK Data Protection Act 1988 \(DPA\)](#)
- [EU Data Protection Directive 1995 \(DPD\)](#)
- [EU General Data Protection Regulation 2018 \(GDPR\)](#)

This site's compliance with the above legislation, all of which are stringent in nature, means that this site is likely compliant with the data protection and user privacy legislation set out by many other countries and territories as well.

If you are unsure about whether this site is compliant with your own country of residences' specific data protection and user privacy legislation you should contact our data protection officer for clarification.

## 3.0 PERSONAL INFORMATION THAT THIS WEBSITE COLLECTS AND WHY WE COLLECT IT

This website collects and uses personal information for the following reasons:

### 3.1 Site visitation tracking

Like most websites, this site uses Google Analytics (GA) to track user interaction. We use this data to determine the number of people using our site, to better understand how they find and use our web pages and to see their journey through the website.

Although GA records data such as your geographical location, device, internet browser and operating system, none of this information personally identifies you to us. GA also records your computer's IP address which could be used to personally identify you but Google do not grant us access to this. We consider Google to be a third-party data processor (see section 6 below).

GA makes use of cookies, details of which can be found on [Google's developer guides](#). FYI our website uses the analytics.js implementation of GA. Disabling cookies on your internet browser will stop GA from tracking any part of your visit to pages within this website.

### 3.2 Contact forms and email links

Should you choose to contact us using the contact form on our Contact us page or an email link, none of the data that you supply will be stored by this website or passed to/be processed by any of the third party data processors that we use.

Instead the data will be collated into an email and sent to us over the [Simple Mail Transfer Protocol \(SMTP\)](#).

### 3.3 Email newsletter

If you choose to join our email newsletter, the email address that you submit to us will be forwarded to MailChimp who provide us with email marketing services. We consider MailChimp to be a third party data

processor (see section 6.0 below). The email address that you submit will not be stored within this website's own database or in any of our internal computer systems.

Your email address will remain within MailChimp's database for as long as we continue to use MailChimp's services for email marketing or until you specifically request removal from the list. You can do this by unsubscribing using the unsubscribe links contained in any email newsletters that we send you or by requesting removal via email. When requesting removal via email, please send your email to us using the email account that is subscribed to the mailing list.

If you are under 16 years of age you MUST obtain parental consent before joining our email newsletter.

While your email address remains within the Mail Chimp database, you will receive periodic (approximately three times a year) newsletter-style emails from us.

## 4.0 HOW WE STORE YOUR PERSONAL INFORMATION

This website does not store any of your data in its databases.

## 5.0 ABOUT THIS WEBSITE'S SERVER

This website is hosted by CWCS within a UK data centre located in England, UK

Some of the data centre's more notable security features are as follows:

- ISO 27001 Accredited
- Cisco ASA Firewall
- Manned 24/7
- Website Encryption

## 6.0 DATA BREACHES

We will report any unlawful data breach of this website's database or the database(s) of any of our third party data processors to any and all relevant persons and authorities within 72 hours of the breach if it is apparent that personal data stored in an identifiable manner has been stolen.

## 7.0 DATA CONTROLLER

The data controller of this website is: PK Electrical (Carlisle) Ltd with company number: 4741815

Whose registered and operating office is:

Oakvale House, Thomas Lane,  
Burgh Road Industrial Estate,  
Carlisle,  
Cumbria.  
CA2 7ND

## 8.0 DATA PROTECTION OFFICER

Denise Pape  
PK Engineering Services  
Telephone: 01228 532562  
Email: [info@pk-eng.co.uk](mailto:info@pk-eng.co.uk)

## 9.0 CHANGES TO OUR PRIVACY POLICY

We will report any unlawful data breach of this website's database or the database(s) of any of our third party data processors to any and all relevant persons and authorities within 72 hours of the breach if it is apparent that personal data stored in an identifiable manner has been stolen.