



GDPR POLICY – FIT FOR LIVING: ECO

CONTACT DETAILS

Business Name	Fit For Living: ECO
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THE TYPE OF PERSONAL DATA WE COLLECT

Personal Data Type	Source
Name and Address	Customer
Phone and Email (Contact information)	Customer
Information on the property	Customer

Fit For Living: ECO only collects the data it requires to complete the agreed upon works in a safe and legal manner.

THE LAWFUL BASIS FOR PROCESSING THIS DATA

Fit For Living: ECO obtains consent from the customer to collect and use this personal data only for the purposes of completing the agreed upon works

HOW WE PROCESS PERSONAL DATA

Fit For Living: ECO will not pass on your personal data to third parties without consent. The only time personal data may be shared with a third party is when it is required to submit paperwork to obtain government funding for works, insurance for the works, or insurance backed guarantees for the works (in accordance with government funding scheme rules and regulations. The following organisations may require this information: **Trustmark, QualityMark Ltd, SWIPIWI Ltd.**

No personal data will be sent to organisations outside the EU.



HOW LONG WE KEEP THE DATA

Fit For Living: ECO only stores personal data for as long as is legally required. This can vary, depending on the works. For guarantees offered at 5, 10, and 20 years, data must be stored for at least this amount of time. For works covered by government funding schemes, data must be stored in accordance with each scheme's specific rules, and no longer. This is reviewed at least once every two years.

DATA SUBJECT RIGHTS

The GDPR gives customers eight subject data rights. These are as follows:

RIGHT TO BE INFORMED: Customers have a right to know how their data is collected, how it is being used, how long it is kept for and whether it is shared with any third parties.

RIGHT OF ACCESS: Customers have the right to request a copy of the information that Fit For Living: ECO holds on them.

RIGHT OF RECTIFICATION: Individuals have the right to correct data that is inaccurate or incomplete.

RIGHT TO BE FORGOTTEN: In certain circumstances, customers may request Fit For Living: ECO to erase any personal data that is stored on them. This may invalidate guarantees or insurance, so should be done with care.

RIGHT OF PORTABILITY: Customers may request that Fit For Living: ECO transfer data it holds on them to a third party.

RIGHT TO RESTRICT PROCESSING: Customers may request that Fit For Living: ECO limits the way that it uses the customers' personal data.

RIGHT TO OBJECT: Customers retain the right to challenge certain types of processing, including direct marketing.

RIGHTS RELATED TO AUTOMATED DECISION MAKING, INCLUDING PROFILING: Customers may request a copy of our automated processing activities if they believe that their data is being processed unlawfully. Customers are free to exercise their rights, and should contact the office for further help on this, either by phone or email.