

# Privacy & Cookie Policy

## Comprehensive Statement for R Pullan Electrical

### Introduction

At R Pullan Electrical, safeguarding your privacy is a top priority. We are dedicated to managing your personal data responsibly, transparently, and in accordance with the highest standards of data protection. This comprehensive policy outlines how we collect, use, store, and protect any information you provide when using our website or engaging with our services. Our commitment extends to ensuring compliance with all applicable data protection laws and to fostering trust through clear communication.

### Collection and Use of Personal Information

Whenever you interact with R Pullan Electrical—be it through submitting a contact form, subscribing to a newsletter, or requesting information we may collect personal information such as your name, address, email address, phone number, and details relevant to your request or enquiry. We treat all information you provide in strict confidence and use it solely to fulfil your requests, improve our services, and tailor our communications to your interests.

We also collect certain non-personal data automatically when you browse our website. This may include details like the type of device you use, IP address, browser type, pages visited, and the time and date of your visit. This information is gathered through standard website analytics tools and cookies (explained further in our Cookie Policy section) to help us understand how our site is used and to enhance your experience.

Rest assured, we never share, sell, or distribute your personal information to third parties without your explicit consent, except as required by law or where it is essential for the provision of our services (for example, engaging trusted partners under strict confidentiality agreements).

# The Eight Principles of Privacy

We are committed to upholding the eight fundamental principles of privacy at every level of our business operations:

- **Fairly and lawfully processed:** Your data is always handled in a fair and transparent manner. We only process information if we have a legitimate reason, and we comply with all relevant legal requirements.
- **Processed for limited purposes:** We collect and use your information exclusively for clearly defined and legitimate purposes, such as providing requested services, responding to enquiries, or improving our site.
- **Adequate, relevant, and not excessive:** We only collect the minimum amount of information necessary to achieve the intended purpose, ensuring relevance and avoiding unnecessary data collection.
- **Accurate and up to date:** We take reasonable steps to ensure that all personal information is accurate, complete, and current. You may contact us at any time to update or correct your personal data.
- **Not kept for longer than necessary:** Your information is retained only for as long as required to achieve the purpose for which it was collected, or to meet legal and regulatory obligations.
- **Processed in line with your rights:** You have the right to access, correct, or request deletion of your personal data, and to restrict or object to certain forms of processing whenever applicable.
- **Treated securely:** We employ robust security measures—such as encryption, access controls, and regular monitoring—to protect your data from unauthorised access, misuse, loss, or destruction.
- **Not transferred to other countries without adequate protection:** We will not transfer your information outside the United Kingdom or European Economic Area unless equivalent levels of protection are guaranteed, as required by law.

# Your Rights and Choices

We believe in empowering you to control your personal information. At any time, you have the right to:

- Request a copy of the personal data we hold about you.
- Request correction or deletion of your information.
- Withdraw consent for data processing (where applicable).
- Object to certain uses of your information.
- Request restriction of processing or portability of your data.
- Complain to a data protection authority if you believe your rights are being violated.

To exercise your rights, please contact us using the details provided on our website.

## Cookie Policy

This Cookie Policy explains what cookies are, how we use them, and the choices you have regarding their use on our site.

### What Are Cookies?

Cookies are small text files placed on your computer, tablet, or mobile device when you visit a website. They serve a variety of purposes, such as remembering your preferences, enabling certain site functions, and helping website owners understand user behaviour.

Almost all professional websites use cookies, and R Pullan Electrical is no exception. Cookies improve the efficiency of our site and make your browsing experience smoother and more personalised.

## How We Use Cookies

We use cookies to:

- Provide tailored content and services based on your interests and browsing behaviour.
- Remember user preferences and settings for future visits.
- Track usage patterns to help us analyse and improve our website's performance and content.

Disabling cookies may affect the functionality of our website and could prevent access to certain features or services.

## The Cookies We Set

- Email newsletters related cookies:
  - These are set if you subscribe to email updates, ensuring we remember your registration and manage notifications relevant to your subscription.
- Forms related cookies:
  - When you complete and submit web forms (e.g., contact forms, comment forms), cookies may remember your details for future correspondence, enhancing convenience.
- Site preferences cookies:
  - To optimise your experience, these cookies retain your preferences and custom settings for the site.

## Third-Party Cookies

In addition to our own cookies, we may use cookies provided by trusted third parties. These include:

- Google Analytics:
  - We use Google Analytics, a widely used analytical tool, to understand how visitors interact with our site. These cookies may collect details such as pages visited, length of visit, and referring websites, helping us improve the quality and relevance of our content.
- Social Media Plugins:
  - Our site integrates features from social media platforms (such as Facebook, Twitter, LinkedIn, etc.), enabling easy sharing and interaction. These platforms may set cookies through our site to enhance your social experience or aggregate data for their own use, as outlined in their privacy policies.

## Managing and Disabling Cookies

You have full control over whether to accept or reject cookies. Most web browsers allow you to manage your cookie settings, including deleting existing cookies or refusing new ones. For guidance on how to modify your settings, consult the help section of your chosen browser.

Please note: Disabling cookies may result in some sections of our website not functioning properly. For example, interactive features, customisation, and some forms may be affected. If you have concerns about cookies and privacy, anti-spyware software can also help detect and remove cookies considered invasive, offering an additional layer of protection.

## Security of Your Personal Data

We take the security of your data extremely seriously. Our website and internal systems employ industry-standard security protocols, including encryption, firewalls, secure user authentication, and regular security audits. Access to personal data is strictly limited to authorised personnel who require it to fulfil their professional duties.

In the event of a data breach, we will promptly notify affected users and, where required, the appropriate regulatory authorities, in accordance with legal obligations.

## Data Retention and Deletion

We only retain your personal information for as long as necessary to fulfil the purpose for which it was collected, or as required by law. When your data is no longer needed, we will securely delete or anonymise it to prevent unauthorised access.

You may request the deletion of your personal data at any time by contacting us directly. We will comply with such requests within legally mandated timelines, unless we are obliged to keep certain information for legitimate business or legal reasons.

## International Transfers

Your data will not be transferred outside the United Kingdom or European Economic Area without ensuring appropriate safeguards and protections in compliance with data protection laws. If such transfers are required, we will inform you and obtain your consent where necessary.

## Links to Other Websites

Our website may contain links to third-party websites for your convenience and reference. Please be aware that we have no control over these sites and cannot be responsible for the protection and privacy of any information you provide while visiting such sites. We recommend reviewing the privacy policies of any external sites you visit.

## Copyright Notice

All content on the R Pullan Electrical website, including materials provided by our clients and suppliers, is protected by copyright: © R Pullan Electrical. This protection covers text, images, graphics, and all other site materials. Unauthorised reproduction, distribution, or commercial use of any part of this website is strictly prohibited, except where specifically permitted by this notice or by law. All rights are reserved.

## Updates to This Policy

We may periodically update this Privacy and Cookie Policy to reflect changes in our practices, legal requirements, or improvements to our website and services. We encourage you to review this page regularly to stay informed about how we are protecting your information.

## Contact Us

If you have any questions, concerns, or requests regarding your privacy, data security, or this policy, please get in touch with us via the contact details available on our website. We are committed to responding to all enquiries promptly and transparently.

This Privacy and Cookie Policy was last updated on 2 July 2025.



