

GDPR Policy

ATCL (GDPR) Data Protection Policy 2018 In this Policy document dated 13/13/2018 the customer is referred to as 'you' or Your & our Company as 'us'.

Your data: how it is collected, stored and used.

Any data collected by us is for the purpose of satisfying your request for us to do the work requested by you, 'You'. We will need your full name, address and full invoice details for work to be carried out for 'you'. This data will never be passed on to a third party unless it is for the purpose of debt collection, in which case we will inform you first, prior to 'us', instructing a third party debt collection service to act on our behalf to collect a debt not settled by 'you' If you wish for the details NOT to be passed on to the debt collection agency, you must make payment in full. Any dispute on your part must then be given in writing and will then be dealt with by 'us', If you are not satisfied with the outcome then you will need to take your own legal advice in getting this dispute rectified.

Invoicing & Job sheets

All data collected will be used solely by us for the purpose of entering the details of your requested work onto our online diary and to raise a job sheet for our engineers to successfully carry out their daily tasks. Following this, we will also create an invoice or a receipt for the work carried out by 'us'. All details collected by us are filed away for 6 years as per the requirements from HMRC, (Her Majesty's Revenue & Customs) law.

Invoicing Data

All the data collected by us is kept in our online accounts software, "Xero", accessible on our computers which are password protected. "Xero" is also password protected and only accessible by our staff. Passwords are changed frequently and whenever a staff member leaves the company. All computers are locked in our business premises which are not open to the public. Visitors are allowed by appointment only and are not left alone at any time.

Credit card payments

Credit card payments are made via our online Barclaycard payment service. No details are recorded, besides being taken verbally over the phone and entered directly into the Transax payment system while 'you', are on the phone. No data relating to this payment are taken or kept by 'us'.

Data Disposal

At the moment no data is or will be disposed of and will be kept filed away at our business premises. If you require any data to be returned to you, then you may request this to be sent to you at your own costs. If you would like your data disposed of, please advise which data, if not all data, is to be disposed of and your preferred method of disposal, which will be arranged for you. All costs incurred are chargeable and payable by 'you'. Please note that if key duplication details and files are disposed of for you, you will be unable to get your keys duplicated in future.

End of Policy.