



**Fixability**  
Professional Handyman Services

# Fixability Professional Handyman Services Ltd

## Privacy Policy

**Fixability Professional Handyman Services Ltd**

34 Green Lane, Walsall, WS2 8JH

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## **PRIVACY POLICY**

This privacy policy explains how we use any personal information we collect and hold.

### **Who Are We?**

We are Fixability Professional Handyperson Services Ltd, a UK based limited company with a registered address 126 Longwood Road, Walsall, WS9 0TD operating from 34 Green Lane, Walsall, WS2 8JH.

The person responsible for control of data is Mr David Hill, Chairman of Fixability. You may contact him by email at [David.Hill@Fixability.net](mailto:David.Hill@Fixability.net)

### **What Information Do We Hold?**

We hold information on prospect companies and individuals and quotations prepared on the basis of necessity for legitimate interests.

We hold information about customers and prospective customers when they register with us or place an order for products or services on the basis of contract performance. We hold names and addresses of our customers for accounting purposes.

We also collect information when you voluntarily complete customer surveys, provide feedback on the basis of consent.

We also hold data on our employees for payroll purposes. Their data is held by consent.

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## **How Will We Use Customers Information And Who Do We Share It With?**

We collect information about customers to process orders and manage accounts including sending notices regarding our services

We will not share any information for marketing purposes with other companies.

To carry out our services we may send your details to, and also use information from credit reference agencies and fraud prevention agencies. We will also send bank information required for DD's to a third party. We also share your information with third party courier and supplier companies to allow delivery.

In providing the service we use data handling from trusted third party companies including booking companies, data processing companies including Google, job management software companies and accountancy servicing companies. These companies may store data in any jurisdiction.

## **How Will We Use Employee Information And Who Do We Share It With?**

We process employee personal data because it is necessary to do so:

to enter into or perform a contract with the employee (including your contract of employment);  
to comply with a legal obligations  
to protect your vital interests or those of another person  
for the purposes of the legitimate interests of the Society or a third party, provided these interests are not overridden by your interests or fundamental rights or freedoms in relation to your personal data.

We only process personal data on these grounds. Without personal data we would not be able to employ you to perform our obligations under your employment contract.

When processing data on the basis of our or a third party's legitimate interests, these interests will typically relate to the operation and administration of our business, including the safety of the people and property involved in the business. For example we monitor staff to ensure compliance with the Society's IT systems and to protect its networks and systems.

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## **Sensitive personal data**

The personal data processed will include special categories of personal data (also known as “sensitive personal data”) such as:

information about your physical or mental health or condition in order to monitor sick leave and take decisions as to fitness for work;  
information about your sexual orientation;  
information about trade union membership or political opinions; and  
your racial or ethnic origin or religious or similar information in order to monitor compliance with equal opportunities legislation.

Sensitive personal data will typically be processed because:

We need to in order to carry out its duties or exercise its rights as an employer;  
you have given your free, informed and explicit consent to it being processed;  
the information has been made public by you;  
we are required to process the information by law; or  
the processing is necessary in order for us to conduct, defend or exercise a legal claim.

## **Disclosure, Transfer And Storage Of Personal Data**

We may make your personal data available to any person within the company and to persons who provide products or services to us (such as advisers and payroll administrators), regulatory authorities, potential purchasers/investors and as may be required by law.

Your personal data may be transferred to business contacts outside the European Economic Area where necessary in order for the us to carry out its business

Data will not be disclosed to anyone else other than our authorised employees, agents, contractors or advisors (except as required by law) unless you expressly authorise disclosure.

## **Employee Rights In Relation To Personal Data**

Under applicable data protection law you have certain rights in relation to your personal data. These include:

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the right to confirmation as to whether or not we have personal data and, if we do, to obtain a copy of the personal data;  
where technically feasible, the right to have certain information provided to you in a portable electronic format or have it transmitted to another controller;  
the right to have inaccurate data rectified;  
the right to object to your data being used for marketing or on legitimate interests grounds (including for profiling where applicable);  
where your data is processed on the basis of consent, the right to withdraw that consent;  
the right to restrict how your personal data is used; and  
the right to have your data erased in certain circumstances (though this may not apply if it is necessary for us to continue to use the data for a lawful reason).

### **Information Transfer Cross Border**

We store all data on servers provided by third party companies as described above. These companies may store data in any jurisdiction.

### **Storage Of Data**

We store all data indefinitely unless requested to do otherwise.

### **Access To Your Information And Correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us, at the above address.

### **Changes To Our Privacy Policy**

We keep our privacy policy under regular review and we will place any updates on this web page.

### **How To Contact Us**

Please contact us, using the details above, if you have any questions about our privacy policy or information we hold about you or if you wish to make a complaint

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