

## **Anderson DRS Privacy Notice**

Who 'we' are :- Anderson DRS is a family run domestic repair service based in Dunstable, Bedfordshire

The personal data we hold is your name, address, email address, phone number and details of machines that we service at the request of our customers.

This information is held in order to service or repair customer's appliances when requested.

We strive to keep all of our customer's information as secure as possible.

We do not pass your information on to anyone else or misuse it.

If your account is overdue we may transfer the information of your debt to another organisation in order to clear the account.

If information is requested from government departments, the police and other enforcement agencies we will provide it.

We keep your data for an indefinite period in order for us to keep a record of when work was done etc. Our customers reserve the right to request their data to be removed from our records. However, customers should be aware that the account must be clear of any outstanding debts. Please also be aware we would then be unable to honour any work claimed under guarantee.

The security of information is taken seriously and only authorised personnel have access to your information.