

Devon and Cornwall DC Power Ltd. Customer Privacy Notice

Our contact details

Name: DC DC Power Ltd.

Contact: Liz Hall, Compliance Manager

Address: Varley Farm, Prieford

Barnstaple, EX31 4DX

Phone Number: 01271 323833

E-mail: admin@dcdcpower.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email addresses
- Customer Financial Information
- Website User Stats

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To be able to provide a quick and reliable service
- To be able to process your order as efficiently as possible
- To be able to offer you personalised promotions and offers

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent.

You are able to remove your consent at any time.

You can do this by contacting admin@dcdcpower.co.uk.

(b) In some cases, we may have a contractual obligation.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

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Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at liz.hall@dcdcpower.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO-website: <https://www.ico.org.uk>

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Created / Reviewed / Modified by	Version	Who by	Date	Reason
Created by	V1	Conrad Hall	17/10/2021	Created
Modified by	V2	Conrad Hall	11/02/2022	Brought in line with other policy documents
Reviewed by	V3	Conrad Hall	09/02/2023	Annual review, formatting changes

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Company Registered Address: Devon & Cornwall DC Power Limited, Varley Farm, Prieford, Barnstaple, EX31 4DX

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