**Data Protection Policy/GDPR Policy**

**Data Protection**

Welcome to JPR. This privacy notice describes how we collect, use, and share your personal data in accordance with the data protection act 2018; The Data Protection Act 2018 is the UK’s implementation of the General Data Protection Regulation (GDPR). Everyone responsible for using personal data has to follow strict rules called ‘data protection principles’. They must make sure the information is: used in a way that is adequate, relevant and limited to only what is necessary

We recommend that you read this privacy notice in full to ensure you are fully informed.

**What we do with your information**

At JPR we want to reassure you that we use your information both responsibly and securely to provide you with the best possible service. Below we explain what we do with your information and your rights to your information. If you would like any further details you can get in touch with us using the contact details below or visit our website jprdigital.co.uk.

**Using your information**

JPR Digital Appliances Limited ("we") is the "data controller" of your information. We process two sets of information about you, "Personal Information" (your name, address, contact and payment details, where applicable) and the "Goods Information" you provide to register your appliance or device (your name, address, contact and goods details). We’ll use your information: (i) as necessary to fulfil our contract with you (including to recover any amounts owing (ii) where required to do so by law. We may also ask for your consent to some uses of your information.

**What types of personal data do we collect?**

Where we talk about “**personal data**” in this privacy notice, this means any information that may be used alone or in combination with other information to identify you.

The types of information we collect are set out below:

* If you have a product from Samsung that requires repairing we may collect the following information: your name, address, telephone number, e-mail address and appliance details.
* Details of your interactions with Samsung, when you contact us via our call centres, online, or otherwise.
* For example, where you call the Samsung call centres we may collect details of any complaints or comments you make, details of purchases you have made and any products which require servicing (including product code, defects found, repairs, retailer, and cost of extended warranties), and information about your personal circumstances which are relevant to our provision of services.
* Details of your purchase history, including the model and serial number of purchased products.
* The contractor shall also notify any customers within its privacy policy that the serial number of their device will be provided to Samsung when they receive a repair, to ensure that Samsung is able to monitor any issues with its products.

**How and why we use your personal data**

**We will only use your personal data to carry out a home appliance repair; we collect name, email address, address, phone number and appliance details; personal data is only disclosed to engineer carrying out your repair.**

**Who do we share your personal data with?**

**Your data is only shared with our engineers, no third party organisations will have access to any of your details.** The only exception to this is if we are legally obliged to provide any information to a competent and legal law enforcement agency and/or regulatory body.

**How long do we keep your personal data?**

We will only keep your personal data for as long as reasonably necessary for the purposes set out in this privacy notice and in accordance with applicable laws. This may include satisfying any legal, accounting, or reporting requirements.

**How do we keep your personal data secure?**

We will take reasonable precautions to protect your personal data against loss, misuse or alteration. Among other measures, we ensure the security of your personal data by means of encryption, password protection and by otherwise restricting access to it.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data as required by law, we cannot guarantee the security of your personal data transmitted to us using unsecured means; any such transmission is at your own risk.

You should also continue to take measures to keep your personal data safe and secure, such as avoiding the use of apparent or predictable user IDs or passwords, changing your passwords with regular intervals, making sure that you have not disclosed your password(s) to anyone else, and that you have not given consent to a third party to have access to your user account and personal data.

Rights to your information

By writing to the Data Protection Officer using the contact details provided below, you have the right to ask us:

* for a copy of the Personal Information we hold about you
* for a copy of the Personal Information you provided to us to be sent to you or a third party in a commonly used, machine readable format
* to update or correct your Personal Information to keep it accurate
* to delete your Personal Information from our records if it is no longer needed for the original purpose; and
* to restrict the processing of your Personal Information in certain circumstances

And you may also:

* object to us processing your Personal Information – in which case we will either agree to stop processing or explain why we’re unable to; and
* where we rely on your consent, withdraw that consent at any time.

Please note that the above rights are not absolute and certain exemptions apply to them.

You can also make a complaint to the Information Commissioner ([www.ico.org.uk](https://ico.org.uk/)) if you feel your Personal Information has been mishandled.

Contacting Us

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please do not hesitate to contact us at [jprdigitalappliancs@outlook.com](mailto:jprdigitalappliancs@outlook.com).

If you prefer to write to us then our contact address is 21 Betjeman Close, Larkfield, Kent. ME20 6TQ