

# G K LOCKSMITHS LIMITED

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**G K Locksmiths**

**Security Services Specialists**

## **Privacy Policy**

# Introduction

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This Privacy Policy explains how personal information is collected, used and disclosed by G K Locksmiths Limited (Also commonly known as G K Locksmiths, GK Locksmiths, G K Locksmiths Services, GK Locksmiths Services, G K, GK). This policy applies to users of our locksmithing services, purchasing from our shop and visitors to our website.

By using our locksmithing services, purchasing from our shop and/or visiting our website, to the extent permitted by applicable law, you are consenting to us gathering and processing information about you in accordance with this Policy, although consent may not be required for all of the elements described in this Policy.

As your privacy is of the utmost importance to us, so is being transparent as to the personal data we collect, use and share about you.

This policy covers the following areas with regards to your data:

- The personal data we collect from you
- How we use personal data that we collect
- The retention period for keeping your data
- Cookies and tracking technologies
- Who we share your personal data with
- How we protect your personal data
- The rights you have over your personal data
- How to contact us if you have any queries or requests

# The personal data we collect from you

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In order for us to provide any locksmithing services to you (either in shop or on site) we would require certain personal information.

## **In shop purchases/services:**

If you come into our shop and make a purchase, we do not require any personal data from you. However, if you leave items with us then we would require at the very least your name and contact number.

## **Special orders:**

If you require us to place a special order for items that we do not stock or for customised items which will be ready at a later time/date, we would require your name and contact number. We would also require your postal address if any items need to be delivered to you.

## **On site services:**

As we have outside engineers to provide on site services, in order to provide this service we would require your full name, the full site address, your contact number, name and contact number of any other person that our engineers will be meeting on site and email address (if available, but not required). For card payments made over the phone, we will enter your card details directly into the card processing terminal and will not write or store any card details.

## **Website:**

We may acquire non-identifiable usage data in relation to you visiting our website. This information is collected by Google Analytics and is used for internal statistical purposes. Further details are in the section Cookies and tracking technologies with information on how to opt out.

We do not collect any information/data considered to be sensitive personal data such as health related information. We may however be required to hold such information in relation to employees of G K Locksmiths Limited.

## How we use personal data that we collect

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We only collect necessary and limited personal data in order to fulfil requests and services to you in the course of business, pay for services, send out payment receipts, respond to or follow up on enquiries. We may also use your personal data for limited internal statistical use in order to provide a better service, protect against fraud, unauthorised or illegal activity and legal obligations, as well as for any other reason consented by you and required and permitted by applicable law.

If you do not provide us with certain information, we may not be able to fulfil any services for you.

We do not use any automated systems and all our data entry requires human input.

We do not send marketing emails to any of our customers. We only send our prices, quotations and any other relevant information upon request.

When a receipt is requested by email, we do ask our customer if they would like to leave us an online review, which they are not obliged to do so should they wish not to.

## The retention period for keeping your data

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We will not keep your personal data for longer than necessary. Any personal data kept on paper is shredded as soon as your service with us is fulfilled or the information is no longer required in the course of business with you.

With on site jobs, we aim to keep information relating to the job for a maximum of 10 years in order to cover the guarantee period of some parts. This ensures that we can retrieve relevant information should anything go wrong with a part installed by us. However, we will delete any personal data held upon request.

# Cookies and tracking technologies

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Our website uses cookies in relation to Google Analytics. This is to help us understand our site usage and use relevant information to provide an improved and better service.

When you visit websites, small text files called cookies are stored. They are often required to make websites load properly or provide more relevant information.

The following website explains in more detail what cookies are:  
<http://www.aboutcookies.org.uk/>

You can also delete or disable cookies via your web browser:  
<http://www.aboutcookies.org.uk/managing-cookies>

You can opt out of the Google Analytics cookies used by us by visiting the following website:  
<https://tools.google.com/dlpage/gaoptout>

Details of the cookies used by Google Analytics can be found here:  
<https://www.cookie-law.org/google-analytics-eu-cookie-law/>

Please contact us if you require further information with regards to the use of cookies.

## Who we share your personal data with

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In order to manage our business and deliver an optimised service to you, we may share your data with third parties. These third parties can include but not limited to:

- IT technicians in order to service and maintain your systems
- Suppliers and sub-contractors in order to carry out works, we will get your consent before passing any data to any supplier or sub-contractor.
- Accountants, solicitors, as well as other professionals.

## How we protect your personal data

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Your personal data is not kept longer than necessary. Any personal data which is written or printed is only handled by authorised staff and shredded when no longer needed. Personal data held in electronic form within emails and databases are on computer systems that are password protected. Our database and till software is also individually password protected with different users assigned different access privileges. We never send unsolicited banking details to any customers. We will only send our bank details upon request as well as being printed on sales invoices to our account customers.

If you receive mail, emails or any other form of communication which looks suspicious or you are not sure about, please email [admin@gklocksmiths.co.uk](mailto:admin@gklocksmiths.co.uk) or call 020 7254 4617

## The rights you have over your personal data

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You have full rights over any data we hold on you. You may request to find out what information we hold on you, however, Identification will be required. You can request any incorrect or outdated information be amended. You also have the right to have your personal data removed. You may do this by contacting us.

## Contact us

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You can email us at: [admin@gklocksmiths.co.uk](mailto:admin@gklocksmiths.co.uk)

Call us on: 020 7254 4617

Write to us at:

Office, G K Locksmiths Limited,  
45 Stoke Newington Church Street,  
London, N16 0NX