MASHWORTH SERVICES
Professional - Reliable - Electrical

Privacy Policy

This Privacy Policy (Version 2.0) was issued on **16 October 2026** and replaces our previous policy dated **28 February 2024.**

It explains how Mashworth Electrical Services Limited, trading as Mashworth Services ("we", "us", "our"), collects, uses, shares and protects your personal information when you contact us, use our website, or have electrical work carried out by us. Our aim is to be as clear and transparent with your information as we are with our pricing and our work.

This policy is written to meet the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 (PECR), and the changes made to them by the Data (Use and Access) Act 2025.

In short

- We only collect the information we need to quote for, carry out, certify and guarantee your electrical work.
- We never sell your information, and we only share it where the work or the law requires it (for example, notifying Building Control through our competent person scheme).
- We keep certificates and job records for longer than most data, because they are safety records for your property.
- You can ask to see, correct or delete your information at any time, and you can complain to us or to the Information Commissioner's Office.

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1. Who we are

Mashworth Electrical Services Limited, trading as Mashworth Services, is the data controller for the personal information described in this policy. This means we decide how and why your information is used, and we are responsible for looking after it.

- **Registered in:** England and Wales, company number 15475321
- **Registered office:** 470 Hucknall Road, Nottingham, NG5 1FX
- **Registered with the Information Commissioner's Office:** reference ZB955672
- **Email:** enquiries@mashworthservices.co.uk
- **Phone:** 07432 216 629

We are a small business and are not required to appoint a Data Protection Officer. Any question about your personal information can be sent to us using the details above, and it will be dealt with by the company director.

2. The personal information we collect

The information we collect depends on how you deal with us. It may include:

- **Contact details:** your name, phone number, email address and postal address.
- **Property details:** the address where the work is to be carried out, the type of property, and whether you own it, rent it or manage it as a landlord or agent.
- **Enquiry and quotation details:** the service you are interested in, your postcode, the description of the work, and any photos or videos you send us of your installation.
- **Access details:** arrangements for getting into the property, such as key-safe codes, alarm instructions, parking or the contact details of a tenant or keyholder. For your security, we recommend changing any key-safe or alarm code you have shared with us once the work is complete.
- **Other people connected with the work:** electrical certificates and reports can record the details of people other than the person who instructed us, such as a tenant, occupier, landlord, managing agent or property owner, where the work or inspection affects them.
- **Job and installation records:** survey notes, photographs of the installation before, during and after the work, test results, and electrical certificates and reports (such as an EIC, EICR or Minor Works Certificate).
- **Site meeting recordings:** with your agreement, we may record the audio of a site meeting or survey and transcribe it into our job notes, so that our quotation accurately reflects what was discussed (see section 4).
- **Financial details:** quotations, invoices and payment records. We accept payment by bank transfer, cash or cheque, and we record the name, reference and amount of each payment. We do not currently take card payments, so we do not hold card details.
- **Communications:** emails, text messages, WhatsApp messages, call notes and any complaint or guarantee claim. We do not record phone calls.
- **Feedback and reviews:** feedback you give us directly, or through Which? Trusted Traders or Google reviews.
- **Dashcam footage:** our van is fitted with front and rear dashcams for security and road safety. These may record images of people, vehicles and registration plates near the van, including while it is parked at your property.
- **Website information:** limited technical information when you visit our website, such as your IP address, browser type and the pages you view. Please see our Cookies Policy for details.

3. Where we get your information from

Most of the information we hold comes directly from you, when you fill in our contact form, call, email or message us, or meet us on site.

We may also receive information from:

- **Landlords, letting agents and property managers,** who may give us the contact details of a tenant so that we can arrange access for an EICR or repair.
- **Main contractors, builders and designers,** where we are working as part of a wider renovation or extension project.
- **Which? Trusted Traders,** where you contact us through their service or raise feedback or a complaint through them.
- **Our own observations on site,** such as photographs and test results recorded while we carry out the work.

If you give us information about someone else, such as a tenant, family member or keyholder, please make sure they are happy for you to do so and point them to this policy.

4. How we use your information and our lawful basis

Data protection law requires us to have a lawful basis for each way we use your information. The table below sets out what we do and why.

What we use it for	Lawful basis
Responding to your enquiry, visiting to survey and preparing a quotation	Steps taken at your request before entering into a contract
Recording and transcribing a site meeting so that our quotation is accurate	Our legitimate interest in quoting accurately and avoiding misunderstandings. We will always tell you before we start recording, and we will not record if you would prefer us not to
Carrying out the work, ordering materials, arranging access and keeping you updated	Performance of our contract with you
Issuing electrical certificates and reports, and notifying notifiable work to Building Control through our competent person scheme	Legal obligation (Building Regulations Part P and BS 7671)
Invoicing, taking payment and keeping accounting and tax records	Performance of our contract, and legal obligation (HM Revenue & Customs and Companies House requirements)
Handling guarantee claims, snagging and complaints	Performance of our contract, and our legitimate interest in resolving issues fairly
Keeping job records and photographs of the installation as evidence of the work carried out	Our legitimate interest in maintaining safety records and defending any legal claim
Asking for feedback or a review after the work is finished	Our legitimate interest in improving our service and building our reputation
Sending occasional service reminders, such as when an EICR is due for renewal	Our legitimate interest in keeping your installation safe, and PECR rules for existing customers (see section 11)
Using photographs of completed work on our website, in our guides or on social media	Our legitimate interest in showing the quality of our work. Photos never show people, house numbers or personal details, and you can ask us not to use them (see section 11)
Recording dashcam footage from our van, and keeping footage of an incident	Our legitimate interest in protecting our vehicle, tools and staff, and in providing evidence for insurance claims or to the police
Keeping our website secure and understanding how it is used	Our legitimate interest, and your consent where PECR requires it (see our Cookies Policy)
Protecting someone from harm, preventing crime or responding to an emergency	Recognised legitimate interest or vital interests, as allowed under UK GDPR

Where we rely on legitimate interests, we have considered your interests and rights and are satisfied they are not overridden. You can ask us for more detail about this, and you have the right to object (see section 12).

We do not make any decisions about you using solely automated processes, and we do not use your information to build marketing profiles.

5. Sensitive information

We do not ask for sensitive ("special category") information. Occasionally you may choose to tell us something about your health or circumstances so that we can work safely and fairly, for example that someone in the property relies on medical equipment that needs power, has limited mobility, or is vulnerable to dust or noise.

We will only record this with your explicit consent, or where it is necessary to protect someone's vital interests, and only for as long as it is relevant to the job. You can ask us to delete it at any time.

6. Certificates, notifications and safety records

Electrical certificates and reports are safety documents. They record who the work was done for, the address of the installation, and the results of the inspection and testing. Where relevant, they may also name other people affected by the work, such as a tenant, occupier or landlord. If you are a landlord or agent, please let your tenants know that their details may appear on a certificate or report, and point them to this policy.

- **Notifiable work** under Building Regulations Part P is notified to the local authority Building Control through our competent person scheme, NAPIT. This means your name, the property address and a description of the work are passed to NAPIT and to the local authority, and a Building Regulations compliance certificate is issued to the property.
- **Some installations** must be notified to the local Distribution Network Operator (DNO), for example an electric vehicle charger, heat pump or battery storage. In the East Midlands this is National Grid Electricity Distribution.
- **Our scheme may audit our work,** which can include a NAPIT assessor viewing certificates and, with your agreement, visiting the installation.

Because certificates are relied on by future owners, insurers and electricians, we keep them for longer than other records (see section 9).

7. Who we share your information with

We never sell your personal information. We only share it where it is needed to carry out the work, to meet the law, or to run our business, and only with organisations that are required to keep it secure.

Who	Why
NAPIT (our competent person scheme) and local authority Building Control	Notifying notifiable work and issuing Building Regulations compliance certificates; scheme assessments
The Distribution Network Operator	Notifying or applying for connection of certain installations, such as EV chargers
Electrical wholesalers and suppliers	Delivering materials to site, where delivery to your address is needed
Subcontractors and trusted trades working with us	Carrying out part of the work, such as plastering, under our instruction
Main contractors, builders and project managers	Coordinating the work where we are part of a wider project you have arranged
Which? Trusted Traders	Managing feedback, reviews and complaints raised through their scheme
Our accountant and HM Revenue & Customs	Keeping accounts and meeting our tax obligations
Our insurers, legal advisers and any dispute resolution provider	Handling a claim, complaint or legal dispute, including sharing dashcam footage of an incident
Our IT and software providers	Email, file storage and note-taking (Microsoft 365, including Outlook, OneDrive and OneNote); electrical certificates (Tradecert); quotations, invoicing and accounts (Xero); and website hosting (Digi Guru)
Messaging services	Text messages through your mobile network, and WhatsApp (provided by Meta). WhatsApp messages are end-to-end encrypted
Website service providers	Showing Google reviews (Trustindex) and our location map (Google Maps). See our Cookies Policy
The police, regulators or other authorities	Where we are legally required to, or to prevent crime or protect someone from harm

We choose established providers whose terms of service include data protection commitments, requiring them to use your information only to provide their service to us and to keep it secure.

If our business is ever sold or restructured, your information may be transferred to the new owner so that they can continue to honour certificates and guarantees, subject to this policy.

8. International transfers

We store and process your information in the UK wherever we can. Some of our software and website providers, such as Google, Microsoft, Xero and Meta (WhatsApp), may process information outside the UK, including in the European Economic Area and the United States.

Where this happens, we make sure the transfer is protected by UK data protection law, for example because the country is recognised by the UK as providing adequate protection (including the UK–US Data Bridge for certified US companies), or because the provider has signed the UK International Data Transfer Agreement or the UK Addendum to the EU Standard Contractual Clauses.

9. How long we keep your information

We keep your information only for as long as we have a good reason to. Because electrical certificates and job records are safety records for your property, and because a claim about hidden defects in building work can be brought up to 15 years after the work, most of our records are kept for a long time.

Information	How long we keep it	Why
Electrical certificates, test results, Building Regulations notifications, job records, photographs, site meeting notes, contracts and invoices	At least 15 years from completion of the work	These are safety records for the property, they support our workmanship guarantee, and they are needed to respond to any claim. HMRC also requires financial records to be kept for at least 6 years
Enquiries and quotations that do not go ahead	Up to 2 years from our last contact	In case you come back to us about the same work
Dashcam footage	Recorded over automatically, usually within a few days. Footage of an incident is kept until the related insurance claim, police matter or dispute is closed	To protect our vehicle and provide evidence if needed
Website and cookie data	See our Cookies Policy	

We review our records once a year and securely delete or anonymise those we no longer have a reason to keep. You can ask us to delete your information sooner at any time (see section 12). We will do so unless we need to keep it, for example because it forms part of a certificate, a Building Regulations record or our tax records.

10. How we keep your information secure

We use appropriate technical and organisational measures to protect your information. These include password-protected and encrypted devices, two-factor authentication on our email and cloud accounts, limiting access to people who need it, and storing paper records securely.

If a personal data breach happens that is likely to put your rights at risk, we will tell you and, where required, report it to the Information Commissioner's Office within 72 hours.

No method of sending information over the internet is completely secure, so please avoid sending bank details or access codes by unencrypted email.

11. Marketing, reminders and photographs of our work

Reminders and updates. If you are an existing customer, we may contact you about similar services, such as a reminder that your EICR is due. PECR allows us to do this by email or text, and every message will give you a simple way to opt out. We do not send marketing to people who are not customers unless they have asked us to.

Photographs. We photograph our work for our records, and we may use photos of completed work on our website, in our guides and on social media. These photos never show people, house numbers, vehicle registrations or any personal details, and we never publish your address. If you would prefer us not to use photos of your installation, just tell us at any time, before or after the work, and we will not use them, or will remove them from our website and social media (although we cannot recall printed material already issued).

Reviews. If you leave a review on Google or through Which? Trusted Traders, it is published by that platform under their own privacy policy. We may display those reviews on our website.

12. Your rights

Under data protection law you have the right to:

- **Be informed** about how we use your information, which is the purpose of this policy.
- **Access** a copy of the personal information we hold about you.
- **Rectification** of anything inaccurate or incomplete.
- **Erasure** of your information where there is no good reason for us to keep it. Please note that we may need to keep certificates and financial records for the periods in section 9.
- **Restrict** how we use your information in certain circumstances.

- **Object** to us using your information on the basis of legitimate interests, and to stop marketing at any time.
- **Data portability,** to receive information you gave us in a format you can reuse, where we rely on consent or contract.
- **Withdraw consent** at any time, where we rely on consent. This does not affect anything we did before you withdrew it.

To use any of these rights, please contact us using the details in section 1. There is no charge. We will respond within one month. If your request is complex, we may extend this by up to two further months and will tell you why. If we need more information to identify you or to understand your request, the time limit starts once we receive it. When responding to an access request, we will carry out a reasonable and proportionate search for your information.

13. Making a complaint

If you are unhappy with how we have handled your personal information, please tell us first so that we can put it right. Contact us using the details in section 1. We will acknowledge your complaint within 30 days and let you know the outcome without undue delay.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK regulator for data protection:

- **Website:** https://ico.org.uk/make-a-complaint/
- **Phone:** 0303 123 1113
- **Address:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Complaints about our electrical work rather than your personal information are dealt with under section 14 of our Terms & Conditions.

14. Cookies

Our website uses a small number of cookies and similar technologies. Optional cookies are only used with your consent, which you can change at any time. Full details are in our Cookies Policy.

15. Children

Our services and website are intended for adults. We do not knowingly collect information from children, other than where a child lives at a property where we are working and this is relevant to working safely, for example knowing that young children are present.

16. Changes to this policy

We review this policy regularly and whenever the way we use personal information changes. The latest version is always on our website, with the version number and issue date shown at the top. If we make a significant change that affects you, we will tell you directly.

17. Get in touch

If you have any question about this policy or your personal information, please contact us at enquiries@mashworthservices.co.uk, call 07432 216 629, or use our contact page.

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