

Your Building Expert Privacy Policy

Our contact details

Your Building Expert Ltd, 226 Peniel Green Road, Swansea, SA7 9BD, United Kingdom.

Telephone: +443309121775

E-mail: info@ybexpert.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Name and contact details.
- IP address

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 using our contact form, for the following reason:

- Enquiries

We use the information that you have given us in order to provide quotes, estimates and/or fulfil contracts.

We may share this information with our sister companies Your Building Expert Ltd, Your Electric Expert Ltd and A1 Home Emergency 247.

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 us at +443309121775

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep names, addresses and other personal information for as long as maximum allowed to according to legislation applicable to England & Wales. We will then dispose your information by electronic deletion.

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.

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 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.

Please contact us at +443309121775 you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Your Building Expert Ltd, 226 Peniel Green Road, Swansea, SA7 9BD, United Kingdom.

Telephone: +443309121775

E-mail: info@ybexpert.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>