

PRIVACY POLICY



TJEC LTD – Electrical Services
Company Number: 11885421

1. Introduction

TJEC Ltd ("we", "our", "us") is committed to protecting the privacy and personal information of our customers, suppliers, employees, subcontractors, website visitors and all individuals with whom we interact.

This Website Privacy & Cookie Policy explains how we collect, use, store and protect your personal information when you:

- Visit our website
- Contact us
- Request quotations
- Purchase our services
- Work with us
- Communicate with us
-

We process personal information in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (PECR)

2. Who We Are

TJEC Ltd provides electrical installation, maintenance, inspection, testing and repair services throughout the United Kingdom.

If you have any questions regarding this policy, please contact:

Data Protection Contact

Tudur Jones

Email: tjones@tjec.co.uk

Telephone: 01570 540394

3. Information We Collect

Depending on your interaction with us we may collect:

Personal Information

- Name
- Company name
- Postal address
- Telephone number
- Email address
- Job title
- Payment details
- Details relating to quotations and enquiries



TJEC Ltd.
Electrical Contractors

Company Number
11885421

t: **01570 540394**
e: info@tjec.co.uk

www.tjec.co.uk

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Lampeter
Ceredigion SA48 8BL

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- Contract information
- Site information
- Health and Safety information where required

Technical Information

When visiting our website we may automatically collect:

- IP address
- Browser type
- Device type
- Operating system
- Date and time of visit
- Pages viewed
- Time spent on pages
- Referral website
- Website performance information

Information from Other Sources

We may receive information from:

- Customers
- Suppliers
- Main Contractors
- Publicly available sources
- Professional advisers
- Regulatory bodies

4. How We Use Your Information

We use your information to:

- Respond to enquiries
- Prepare quotations
- Deliver electrical services
- Manage projects
- Arrange appointments
- Produce invoices
- Process payments
- Meet contractual obligations
- Maintain customer records
- Comply with Health & Safety legislation
- Meet legal and regulatory obligations
- Improve our website
- Improve customer service
- Prevent fraud
- Protect our business

We do not sell your personal information.



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5. Lawful Basis for Processing

We process information under one or more of the following lawful bases:

- Contract - To provide quotations and carry out electrical works.
- Legal Obligation - To comply with taxation, employment, Health & Safety and electrical regulations.
- Legitimate Interests - To manage our business efficiently, improve services and maintain appropriate records.
- Consent - Where required for optional cookies or where you request marketing communications.

6. Website Enquiries

If you contact us through our website we will only collect information necessary to respond to your enquiry.

This information is securely transmitted where encryption is available and is only accessible by authorised personnel.

7. Cookies

Our website uses cookies to improve functionality, security and user experience. Cookies are small files stored on your computer or mobile device when visiting websites.

We use the following categories of cookies.

Essential Cookies

These are necessary for the website to function correctly.

Examples include:

- Security
- Session management
- Website functionality

These cookies cannot normally be disabled.

Performance & Analytics Cookies

These help us understand how visitors use our website.

Information may include:

- Number of visitors
- Popular pages
- Time spent on pages
- Device information
- General geographical location

Where possible this information is anonymised.



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Functional Cookies

These remember preferences including:

- Language
- Accessibility settings
- User preferences

Marketing Cookies

TJEC Ltd does not currently use advertising or marketing cookies.

Should this change, visitors will be asked for consent before these cookies are activated.

8. Cookie Consent

When visiting our website for the first time you will be presented with a cookie banner.

You may:

- Accept all cookies
- Reject non-essential cookies
- Manage your cookie preferences

Your preferences may be changed at any time through your browser settings or the website cookie preferences (where available).

9. Analytics

We may use website analytics services such as Google Analytics to help improve our website.

Analytics information may include:

- Website usage
- Visitor numbers
- Device types
- Browser types
- Pages visited

This information does not normally identify individual users.

10. Marketing Communications

We do not send unsolicited marketing emails.

Where you have requested information or subscribed to updates, you may withdraw your consent at any time.

Every marketing communication will include an option to unsubscribe.

11. Sharing Your Information

We may share personal information with:

- Approved subcontractors
- Suppliers



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- Professional advisers
- Accountants
- Payroll providers
- IT support providers
- Cloud service providers
- Regulatory authorities
- Insurance providers
- Legal advisers

Information is only shared where necessary. We never sell personal information.

12. International Transfers

Some IT service providers may process information outside the United Kingdom. Where this occurs we ensure appropriate safeguards are in place in accordance with UK GDPR.

13. Data Security

We maintain appropriate technical and organisational measures including:

- Password protected devices
- Multi-factor authentication where available
- Secure cloud storage
- Restricted access
- Locked filing cabinets
- Antivirus protection
- Firewalls
- Software updates
- Secure disposal of confidential waste

Only authorised personnel have access to personal information.

14. Data Retention

We retain information only as long as necessary.

Typical retention periods include:

Record	Retention
Financial records	6 years
Customer contracts	6 years
Service records	6 years
Quotations (unsuccessful)	Up to 2 years
Website enquiries	Up to 2 years
Right to Work records	2 years after employment ends



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Record	Retention
Health & Safety records	As required by legislation
Cookie consent records	As required for compliance
Website analytics	In accordance with analytics provider settings
Information is securely deleted or destroyed once no longer required.	

15. Your Rights

Under UK GDPR you have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion where applicable
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent where consent is relied upon

Requests should be sent to tjones@tjec.co.uk

We will normally respond within one calendar month.

16. Automated Decision Making

TJEC Ltd does not carry out automated decision making or profiling which produces legal or similarly significant effects.

17. Children's Privacy

Our website and services are intended for businesses and property owners.

We do not knowingly collect personal information from children under the age of 13.

18. Third Party Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of those websites.

Please review their privacy policies separately.

19. Changes to This Policy

We may update this policy from time to time to reflect changes in legislation, regulatory guidance or business operations.

The latest version will always be available on our website.



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20. Contact Us

TJEC Ltd

Data Protection Contact: Tudur Jones

Email: tjones@tjec.co.uk

Telephone: 01570 540394

21. Complaints

If you are unhappy with how we have handled your personal information, please contact us first so that we have the opportunity to resolve your concerns.

You also have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office

Website: www.ico.org.uk

Telephone: 0303 123 1113

Print Name	Tudur Jones	Position	Managing Director
Signature		Issue Date	06.02.2026
		Review Date	09.07.2026
		Revision No	002



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