

Last updated: 09/05/25

DG Project Solutions Ltd ("we", "our", "us") is committed to protecting and respecting your privacy. This policy explains how we collect, use, disclose and safeguard your information when you visit our website or interact with us in any way.

1. Who We Are

DG Project Solutions Ltd is an electrical services company based in Dumfries and Galloway, UK. We provide professional electrical installation, repair, and maintenance services to residential, commercial, and industrial clients.

2. Information We Collect

We may collect and process the following types of personal data:

Name and contact details (such as email address, phone number, and postal address)
Project-related details (e.g. property type, service needs)
Payment or invoicing details (for billing purposes)
Website usage data (such as IP address, browser type, and pages visited)

3. How We Use Your Information

We use your information to:

- Respond to enquiries and provide quotations
- Carry out electrical services as requested
- Manage billing and payments
- Improve our services and website
- Comply with legal obligations

4. Legal Basis for Processing

We process your data under the following lawful bases:

- Performance of a contract
- Compliance with a legal obligation
- Legitimate interests (such as business operations and customer service)
- Consent (where applicable)

5. Data Sharing

We do not sell or rent your personal data. We may share your data with:

- Service providers and subcontractors who assist in delivering our services
- Regulatory or legal authorities if required by law
- Payment processors for invoicing purposes

6. Data Retention

We retain personal data only as long as necessary to fulfil the purposes for which it was collected, or to comply with legal and regulatory requirements.

7. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request correction or deletion of your data
- Object to or restrict processing
- Withdraw consent (where applicable)
- Lodge a complaint with the Information Commissioner's Office (ICO)

8. Security Measures

We take appropriate technical and organisational steps to protect your personal information from loss, misuse, or unauthorised access.

9. Contact Us

If you have any questions about this privacy policy or how we handle your data, please contact:

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Dumfries DG1 3PQ
01387 203921