

Last updated: 28 May 2026

This Privacy Policy explains how Vulcan Electrical Services Ltd. (“Vulcan”, “we”, “us”, “our”) collects, uses, and protects your personal data when you use our Website:
www.vulcanelectricalservices.co.uk

We comply with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

1. Personal Data We Collect

We may collect the following information:

Information you provide directly

- Name
- Email address
- Phone number
- Details included in enquiry forms or emails

Automatically collected data (Usage Data)

When you visit the Website, we may collect:

- IP address
- browser type and version
- device information
- pages visited
- time and date of visits
- time spent on pages
- referral sources

Cookies and Tracking Technologies

We use:

- essential cookies
- analytics cookies (e.g., Google Analytics)
- social media plug-ins (Facebook, LinkedIn)

Non-essential cookies are only used with your consent. Full details are provided in our **Cookies Policy**.

2. How We Use Your Personal Data

We use your data to:

- respond to enquiries
- provide and improve our services
- analyse Website performance
- maintain security
- send service-related updates
- comply with legal obligations

We do **not** sell your data.

3. Legal Bases for Processing

Under UK GDPR, we process personal data on the following bases:

- **Legitimate interests** (responding to enquiries, improving our Website)
- **Consent** (analytics cookies, marketing communications)
- **Legal obligation** (record-keeping, tax requirements)
- **Contract** (when you engage us for services)

4. Sharing Your Data

We may share your data with:

- service providers (e.g., website hosting, analytics tools)
- professional advisers (e.g., accountants)
- regulatory authorities if required by law

We do **not** share your data for advertising by third parties.

5. International Transfers

Some service providers (e.g., Google) may store data outside the UK. Where this occurs, we ensure appropriate safeguards are in place, such as:

- UK GDPR-approved Standard Contractual Clauses
- adequacy decisions

6. Data Retention

We retain personal data only as long as necessary:

- enquiry data: **up to 24 months**
- analytics data: **up to 24 months**
- legal/financial records: **up to 6 years** (required by law)

Data may be anonymised and retained for statistical purposes.

7. Your Rights

You have the right to:

- access your data
- correct inaccurate data
- request deletion
- restrict processing
- object to processing
- withdraw consent (for cookies/marketing)
- lodge a complaint with the ICO

To exercise your rights, email: **info@vulcanelectricalservices.co.uk**

8. Children's Privacy

Our Website is not intended for individuals under **18**. We do not knowingly collect data from children.

9. Security

We take reasonable steps to protect your data, but no online system is 100% secure.

10. Links to Other Websites

Our Website may contain links to external sites. We are not responsible for their content or privacy practices.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated "Last updated" date.

12. Contact Us

If you have any questions about this Privacy Policy, contact:

info@vulcanelectricalservices.co.uk