

Privacy Policy

SET Electrical Limited | Last updated: 8 April 2026

1. Who We Are

SET Electrical Limited (Company Number 13080388) is the data controller for personal data collected through our website and in connection with our services. We are based in the North East of England.

Data Controller Contact: info@setelectrical.co.uk | 07734 860557

2. What Data We Collect

We may collect the following personal data:

- Name
- Email address
- Phone number
- Property address (where relevant to a job)
- Details of the work requested

This data is collected when you submit an enquiry via our contact form, email us directly, or call us.

3. How We Use Your Data

We use your personal data to:

- Respond to your enquiries
- Provide and manage our electrical services
- Send quotes and invoices
- Meet our legal and regulatory obligations

We do not use your data for marketing purposes without your consent, and we do not sell your data to third parties.

4. Legal Basis for Processing

We process your data on the following lawful bases under the UK GDPR:

- Contract: to fulfil or prepare a contract with you
- Legitimate interests: to respond to enquiries and manage our business
- Legal obligation: to comply with applicable laws and regulations

5. Data Sharing

We do not share your personal data with third parties except where necessary to deliver our services (e.g. accountants, insurance providers), or where required by law. Any third parties we work with are required to handle your data securely and in accordance with UK data protection law.

6. Data Retention

We retain your personal data only for as long as necessary. Enquiry data is typically held for 12 months. Job records and invoices are retained for 6 years for legal and accounting purposes.

7. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (where applicable)
- Object to or restrict processing of your data
- Data portability

To exercise any of these rights, please contact us at info@setelectrical.co.uk. We will respond within 30 days.

8. Cookies

Our website may use essential cookies to ensure it functions correctly. We do not use tracking or advertising cookies. By using our website, you consent to the use of essential cookies.

9. Security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse.

10. Complaints

If you have concerns about how we handle your data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk or by calling 0303 123 1113.

11. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website. This policy was last updated on 8 April 2026.