

# Privacy Policy

## Tech Medic (Surrey) Ltd

Company Number: 13986598

Registered Address: 10 Scandia-Hus Business Park, Felcourt Road, East Grinstead, West Sussex, United Kingdom, RH19 2LP

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Email: [Office@mytechmedic.co.uk](mailto:Office@mytechmedic.co.uk)  
Website: [mytechmedic.co.uk](https://mytechmedic.co.uk)  
VAT Number: 407006831

## 1. Introduction

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Tech Medic (Surrey) Ltd (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, share and protect your personal data when you use our repair, diagnostic, on-site, remote support, and related services.

This policy applies to all customers, website visitors, and individuals whose data we process in connection with our services. It should be read alongside our Repair & Services Terms and Conditions.

We are registered with the Information Commissioner’s Office (ICO) as a data controller. Our registration number is **00013937992**. You can verify our registration at [ico.org.uk](https://ico.org.uk).

## 2. Who We Are (Data Controller)

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The data controller responsible for your personal data is:

### **Tech Medic (Surrey) Ltd**

10 Scandia-Hus Business Park, Felcourt Road, East Grinstead, West Sussex, RH19 2LP

Email: [office@mytechmedic.co.uk](mailto:office@mytechmedic.co.uk)

Telephone: +44 1883 818433

If you have any questions about how we handle your personal data, or wish to exercise any of your rights, please contact us using the details above.

## 3. What Personal Data We Collect

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We collect and process the following categories of personal data:

### 3.1 Identity and Contact Information

- Full name
- Home or business address
- Email address
- Phone number (including WhatsApp where used for communications)
- Photo ID and proof of address, where requested for ownership or identity verification

### 3.2 Device and Repair Information

- Device make, model, serial number and IMEI
- Description of faults, symptoms and previous repair history
- Photographs of the device and any pre-existing or repair-related damage
- Account credentials or passwords provided to enable diagnosis or repair (handled securely, used only for the purpose of the repair, and deleted or returned to you after use)

### 3.3 Financial Information

- Payment transaction records processed via our third-party payment providers
- Invoice, deposit and outstanding balance information
- Bank or payment details where required for refunds

### 3.4 Communications

- Emails, SMS messages, WhatsApp messages and records of phone calls relating to your booking or repair
- Quotations, approvals, complaints and general correspondence

### 3.5 CCTV Footage

- We operate CCTV cameras at our premises for the purposes of security, crime prevention and the protection of staff and property. CCTV footage may capture images of customers and visitors attending our premises.

### 3.6 Website and Technical Data

- IP address and browser information collected via cookies and analytics tools when you visit our website
- Enquiry or booking form submissions made through our website

## 4. How We Collect Your Personal Data

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We collect your personal data in the following ways:

- Directly from you when you visit our premises, submit a device, complete a booking or enquiry form, or contact us by phone, email, WhatsApp or through our website
- Through our repair management and booking systems when a job is logged or updated
- Automatically via CCTV recording when you attend our premises
- Via cookies and analytics tools when you browse our website
- From third parties where lawfully permitted, for example from a previous repairer or device supplier where relevant to a repair

## 5. Legal Basis for Processing Your Data

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

### 5.1 Performance of a Contract (Article 6(1)(b))

The majority of our processing is necessary to perform the repair or service contract we have with you. This includes diagnosing faults, ordering parts, completing repairs, processing payment and communicating with you about your device.

## 5.2 Legal Obligation (Article 6(1)(c))

We process certain data to comply with legal obligations, including maintaining financial and VAT records for HMRC, responding to lawful requests from authorities, and complying with consumer protection and data protection legislation.

## 5.3 Legitimate Interests (Article 6(1)(f))

We process some data on the basis of our legitimate interests, where these are not overridden by your rights. This includes:

- Operating CCTV for the security of our premises, staff and property
- Retaining job and repair records to handle warranty claims, disputes or legal proceedings
- Pursuing unpaid invoices through debt recovery processes
- Sharing data with insurers in connection with claims
- Improving our services and business operations

## 5.4 Consent (Article 6(1)(a))

Where we send you marketing communications, we will obtain your consent first. You may withdraw your consent at any time by contacting us at [office@mytechmedic.co.uk](mailto:office@mytechmedic.co.uk) or by using the unsubscribe option in any marketing communication.

# 6. How We Use Your Personal Data

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We use your personal data for the following purposes:

- To provide, manage and complete repair, diagnostic, on-site and remote support services
- To communicate with you about your device, booking, quotation, repair status and collection
- To process payments, deposits and refunds
- To verify your identity and ownership of a device where required
- To maintain accurate business, financial and VAT records
- To handle complaints, warranty claims and disputes
- To pursue recovery of unpaid invoices where necessary
- To comply with legal obligations and respond to lawful requests from regulatory or law enforcement authorities
- To operate and maintain the security of our premises via CCTV
- To send you marketing communications about our services, where you have given your consent
- To improve our website, booking systems and overall service delivery

# 7. Who We Share Your Personal Data With

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We do not sell your personal data. We may share your data with the following categories of third parties where necessary and proportionate:

## 7.1 Third-Party Business Systems

We use the following platforms which may process your personal data as data processors on our behalf:

- RepairDesk — repair management and job ticketing
- PaymentSense — payment processing
- Microsoft — email, documents and business communications
- Google — analytics, maps and business tools
- WordPress — website platform
- Zoho — CRM and communications
- Keeper — secure credential management
- Meta (Facebook/Instagram/WhatsApp) — social media, texts/calls and advertising

All platforms are selected with reasonable care. Where required, we have data processing agreements in place. We are not responsible for the internal security practices of these providers beyond our contractual obligations with them.

## **7.2 Subcontractors and Third-Party Repairers**

Where a repair requires specialist or off-site work, we may share your device and relevant details (such as your name, contact information and fault description) with trusted subcontractors or third-party repair specialists.

## **7.3 Couriers and Delivery Services**

Where your device is collected or delivered by courier, your name and address will be shared with the relevant courier company solely for the purpose of fulfilling the collection or delivery.

## **7.4 Accountants**

Our accountants may have access to financial records including invoices, which may contain your name and transaction details, for the purpose of bookkeeping, tax compliance and financial reporting.

## **7.5 Debt Recovery**

Where invoices remain unpaid following reasonable attempts to resolve the matter, we may pass relevant details to a debt recovery agency or take legal action. We will only do this where lawful and proportionate.

## **7.6 Insurers**

We may share relevant information with our insurers in connection with claims, incidents or disputes involving your device or data.

## **7.7 Legal and Regulatory Authorities**

We may disclose your data to the police, HMRC, the ICO or other authorities where required by law, or where we reasonably believe disclosure is necessary to prevent crime or protect the rights of others.

## 8. CCTV

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We operate CCTV cameras at our premises. CCTV is used for the purposes of security, crime prevention and the protection of our staff and property. Signage is displayed at our premises to notify visitors that CCTV is in operation.

CCTV footage is stored securely and access is restricted to authorised personnel only. Footage is retained for 30 days, after which it is automatically overwritten, unless required in connection with an incident, complaint or legal matter, in which case it may be retained for longer.

You may request access to CCTV footage in which you appear by contacting us in writing at [office@mytechmedic.co.uk](mailto:office@mytechmedic.co.uk).

## 9. How Long We Keep Your Data

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We retain your personal data only for as long as necessary for the purposes for which it was collected:

- Customer and repair records (job tickets, invoices, communications): 6 years from the date of the repair or last transaction, in line with HMRC requirements and the Limitation Act 1980
- Payment and financial transaction records: 6 years for tax and legal compliance
- CCTV footage: 30 days, unless retained in connection with an incident or legal matter
- Marketing consent records: Retained while you remain an active contact, or until consent is withdrawn
- Complaint and dispute records: 6 years from resolution
- Identity verification documents (photo ID etc.): Deleted promptly once the verification purpose has been fulfilled, unless retention is required by law

Where data is no longer required, it is securely deleted or anonymised.

## 10. Your Rights Under UK GDPR

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You have the following rights in relation to your personal data. To exercise any of these rights, please contact us in writing at [office@mytechmedic.co.uk](mailto:office@mytechmedic.co.uk). We will respond within one calendar month and may need to verify your identity before processing your request.

### Right of Access

You have the right to request a copy of the personal data we hold about you (a Subject Access Request).

### Right to Rectification

You have the right to request that we correct any inaccurate or incomplete personal data we hold about you.

### **Right to Erasure (“Right to be Forgotten”)**

You have the right to request deletion of your personal data where there is no longer a lawful reason for us to hold it. This right may be limited where we are required to retain data by law or for legitimate purposes such as unresolved disputes or unpaid debts.

### **Right to Restrict Processing**

You have the right to ask us to restrict processing of your personal data in certain circumstances, for example while a complaint is being investigated.

### **Right to Data Portability**

Where processing is based on consent or performance of a contract and carried out by automated means, you have the right to receive your data in a structured, commonly used and machine-readable format.

### **Right to Object**

You have the right to object to processing based on legitimate interests, including direct marketing. Where you object to direct marketing, we will stop processing immediately.

### **Automated Decision-Making**

We do not use automated decision-making or profiling that produces legal or similarly significant effects on you.

## **11. Marketing Communications**

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We will only send you marketing communications where you have given your explicit consent. You may withdraw consent at any time by:

- Emailing us at [office@mytechmedic.co.uk](mailto:office@mytechmedic.co.uk)
- Using the unsubscribe link in any marketing email
- Replying STOP to any marketing SMS

Withdrawing consent will not affect the lawfulness of any processing carried out before the withdrawal.

## **12. Cookies and Website Analytics**

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Our website uses cookies and similar tracking technologies to improve your browsing experience and to analyse website usage. This may include tools such as Google Analytics.

You can control the use of cookies through your browser settings. Disabling certain cookies may affect the functionality of our website. A full cookie policy is available on our website at [mytechmedic.co.uk](https://mytechmedic.co.uk).

## 13. Data Security

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We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, destruction or disclosure. These include:

- Credential management
- Restricted access to customer data on a need-to-know basis
- Secure storage of physical job records and devices on our premises
- Use of reputable, established third-party platforms with their own security standards and certifications

In the event of a personal data breach that is likely to result in a risk to your rights and freedoms, we will notify the ICO within 72 hours and, where required, inform you without undue delay.

## 14. International Data Transfers

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Some of the third-party platforms we use may process data outside the United Kingdom or European Economic Area (EEA). Where this occurs, we take steps to ensure that appropriate safeguards are in place, such as Standard Contractual Clauses approved by the ICO or equivalent transfer mechanisms, in accordance with UK GDPR requirements.

## 15. Third-Party Links

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Our website may contain links to third-party websites. This Privacy Policy does not apply to those websites and we are not responsible for their privacy practices. We encourage you to read the privacy policy of any third-party website you visit.

## 16. Changes to This Privacy Policy

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We may update this Privacy Policy from time to time to reflect changes in our practices, services or legal obligations. The current version will always be available on our website at [mytechmedic.co.uk](https://mytechmedic.co.uk) and will show the effective date.

Where changes are significant, we will take reasonable steps to bring them to your attention.

## 17. Complaints

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If you have a concern about how we handle your personal data, please contact us in the first instance at [office@mytechmedic.co.uk](mailto:office@mytechmedic.co.uk) so that we can try to resolve the matter promptly and fairly.

If you remain dissatisfied, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

### **Information Commissioner's Office**

Website: [ico.org.uk](https://ico.org.uk)

Helpline: 0303 123 1113

You also have the right to seek a judicial remedy through the courts.

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## Revision History

Version 1.0 — Initial Policy — Effective 1 May 2026