



Electrical Contractor

Vero Group Privacy Notice

1. Who We Are

Vero Group collects and uses personal information in order to provide our services, manage enquiries, issue quotations, complete works, process invoices, and run our business.

For the purpose of data protection law, Vero Group is responsible for the personal data we collect and process.

2. Information We Collect

We may collect the following information:

- Your name
- Your address
- Your email address
- Your telephone number
- Property or job address
- Details of the works requested
- Photographs relating to the works
- Quotation and invoice details
- Payment information
- Communication history
- Any other information you provide to us

3. How We Collect Your Information

We may collect information when you:

- Contact us by phone, email, website, social media, or message
- Request a quotation
- Book works with us
- Provide property access details
- Make payment
- Communicate with our team
- Use our services

We may also receive information from third parties where relevant, such as suppliers, subcontractors, managing agents, landlords, insurers, or referral partners.

4. How We Use Your Information

We use your personal information to:

- Respond to enquiries
- Arrange appointments
- Prepare quotations
- Carry out works
- Contact you about your job
- Send invoices and payment reminders
- Keep records of works completed

- Deal with queries, complaints, or disputes
- Meet legal, tax, insurance, and accounting obligations
- Manage our business and improve our services

5. Lawful Reasons for Using Your Information

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

- Contract — where we need your information to provide a quotation, carry out works, or manage a booking.
- Legal obligation — where we need to keep records for tax, accounting, insurance, or legal purposes.
- Legitimate interests — where we need to operate and manage our business effectively.
- Consent — where we ask for your permission, such as for certain marketing uses.

6. Sharing Your Information

We may share your information with:

- Employees and engineers
- Subcontractors
- Suppliers
- Accountants
- Payment processors
- Software and IT providers
- Insurers
- Professional advisers
- Legal or regulatory authorities where required

We only share information where it is necessary and appropriate.

7. Photographs

We may take photographs of works before, during, and after completion.

These photographs may be used for:

- Preparing quotations
- Recording job progress
- Confirming completed works
- Quality control
- Insurance or dispute purposes
- Internal records

We will not use identifiable photographs for marketing without permission.

8. How Long We Keep Your Information

We will only keep your personal information for as long as necessary.

Some records may be kept for several years for legal, tax, insurance, warranty, or business record purposes.

When information is no longer required, we will securely delete or dispose of it.

9. Your Rights

You have rights in relation to your personal information, including the right to:

- Request a copy of the information we hold about you

- Ask us to correct inaccurate information
- Ask us to delete your information in certain circumstances
- Object to certain uses of your information
- Ask us to restrict how your information is used
- Withdraw consent where consent has been given
- Complain to the Information Commissioner's Office

10. Contact Us

If you have any questions about how your personal information is used, or if you wish to exercise your rights, please contact us at:

Vero Group
Email: info@verogroup.co.uk

11. Updates to This Notice

We may update this Privacy Notice from time to time. The latest version will apply to how we use personal information.