

Systems Servicing UK Ltd Privacy Policy

Here at Systems Servicing UK Ltd/www.kirbysystemsservicing.co.uk we take your privacy seriously.

In accordance with the General Data Protection Regulation (GDPR), we would like to verify that you are happy for us to store your personal information for any future service or sales purposes on our offline secure customer database. If you do not wish for your personal details to be stored please contact us on 01492533458 or email us at systemservicing@hotmail.co.uk.

Our website does not collect any personal or identifiable information if you are just browsing the page. However, should you wish to make any inquiries or contact us to book a service or sale through our website it will collect information such as your name, email address and contact number. Likewise, if you telephone or call into our shop in Colwyn Bay we will collect your name, address, telephone number, email address and a password of your choosing from you to keep your account protected and so you know it is us calling. This information is only used to provide you with in home servicing or sales needs in relation to your Kirby Vacuum.

Our customer details are kept on an offline single customer database on one computer to provide you with any service or sales needs, and any manually written invoices are kept in a locked filing cabinet for up to 7 years in accordance with our filing and accounting laws. We do not share your information with any third parties and will only use your information to contact you when your service is due and to keep a record of services or parts/spares purchased so we can ascertain warranties or assist you in a timely manner.

Service Plans

For any customers benefitting from our annual service plans, Systems Servicing UK Ltd (registered company number 06786041) will collect your monthly standing order. When you sign up onto our service plan, the standing order form that you complete is processed and a letter is sent out to your home address for you to verify the details are correct. This information is not stored on our computers or manually once the letter is sent and the form is immediately passed on to your relevant provider for set up by the bank/building society and we do not store any of this data. Please visit your bank or building societies website for their own Data Protection Policies respectively.

Card Payments

For any customers wishing to pay by card, any card details that you provide us with are shredded immediately on confirmation of payment and our merchant card receipts are kept in a locked filing cabinet for up to 7 years in accordance with our filing and accounting laws.

Should you wish to remain anonymous you can call into our shop in Colwyn Bay to have a service or buy any parts or machines without needing to provide any personal details.

If you have any questions, please do not hesitate to contact us.