

# Privacy Notice for Ian Nugent Trading as Galloper PAT

**Effective Date:** 30/01/2025

## 1. Introduction

Ian Nugent trading as Galloper PAT ("we," "us," or "our") is committed to protecting the privacy and security of your personal information. This Privacy Notice explains how we collect, use, and share your personal information in compliance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

## 2. Who We Are

We are Ian Nugent trading as Galloper PAT, a Sole Trader providing PAT testing services. Our contact details are:

- Address: 11 Gunnerston Grove, Newcastle Upon Tyne, NE3 3ES
- Phone Number: 0191 816 0393
- Email Address: ian@galloperpat.com

## 3. Information We Collect

We may collect the following types of personal information:

- **Contact Information:** Your name, address, phone number, email address.
- **Business Information:** Company name (if applicable), business address.
- **Equipment Information:** Details of the equipment we test, including make, model, and serial number. This may indirectly identify an individual if associated with a specific location.
- **Test Results:** Records of the PAT tests we conduct, including pass/fail status and any defects found.
- **Payment Information:** If applicable, bank details or other payment information necessary to process payments.
- **Communication Data:** Records of any communication between us, such as emails or phone calls.

## 4. How We Use Your Information

We use your personal information for the following purposes:

- **Providing PAT Testing Services:** To conduct PAT tests, generate reports, and provide you with certificates.

- **Managing Your Account:** To administer your account and communicate with you about our services.
- **Processing Payments:** To process payments for our services.
- **Customer Support:** To respond to your inquiries and provide customer support.
- **Legal Compliance:** To comply with legal obligations, such as maintaining records for regulatory purposes.
- **Improving Our Services:** To analyse data and improve the quality of our services. We would only do this with anonymised or aggregated data.

## 5. Legal Basis for Processing

We process your personal information based on the following legal bases:

- **Contractual Necessity:** Processing is necessary to perform a contract with you (e.g., providing PAT testing services).
- **Legal Obligation:** Processing is necessary to comply with a legal obligation.
- **Legitimate Interests:** Processing is necessary for our legitimate interests (e.g., improving our services), provided those interests do not override your rights and freedoms.
- **Consent:** Where required, we will obtain your consent to process your personal information for a specific purpose. You have the right to withdraw your consent at any time.

## 6. Sharing Your Information

We may share your personal information with the following categories of recipients:

- **Employees and Contractors:** Our employees and contractors who need access to the information to provide PAT testing services. We ensure they are subject to appropriate confidentiality obligations.
- **Service Providers:** Third-party service providers who assist us with IT support, payment processing, or other services. We ensure they are compliant with data protection regulations.
- **Legal Authorities:** Law enforcement agencies or other government bodies if required by law.

We will never sell your personal information to third parties for marketing purposes.

## 7. Data Retention

We will retain your personal information for as long as necessary to fulfil the purposes for which it was collected, including any legal or regulatory requirements. Typically, this will be for 6 years after the date of the last PAT test.

## 8. Your Rights

You have the following rights regarding your personal information:

- **Access:** You have the right to access the personal information we hold about you.
- **Rectification:** You have the right to correct any inaccurate or incomplete personal information.
- **Erasure:** You have the right to request the deletion of your personal information under certain circumstances.
- **Restriction of Processing:** You have the right to restrict the processing of your personal information under certain circumstances.
- **Data Portability:** You have the right to receive your personal information in a structured, commonly used, and machine-readable format.
- **Objection:** You have the right to object to the processing of your personal information under certain circumstances.
- **Withdrawal of Consent:** You have the right to withdraw your consent at any time if we are processing your information based on your consent.
- **Complaint:** You have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe we have not complied with data protection laws.

## 9. Security

We take appropriate technical and organizational measures to protect your personal information against unauthorized access, use, or disclosure.

## 10. Changes to this Privacy Notice

We may update this Privacy Notice from time to time. Any changes will be posted on our website or communicated to you directly.

## 11. Contact Us

If you have any questions or concerns about this Privacy Notice or our processing of your personal information, please contact us at:

- 11 Gunnerston Grove  
Newcastle Upon Tyne  
NE3 3ES
- 0191 816 0393
- [ian@galloperpat.com](mailto:ian@galloperpat.com)