

Chargemaster ChargeVision Privacy Policy

Customer Privacy Notice

Maintaining Data Privacy and Data Protection is a priority for Chargemaster Ltd. Please read this Privacy Notice carefully to understand when we may collect personal data, how and why we use it, the legal basis of this use, and your rights with respect to the processing.

The company responsible for this website (chargemasterplc.com) is:

Chargemaster Ltd
500 Capability Green,
Luton, LU1 3LS.

Registered in England and Wales with company number 06720009.

Please direct any questions relating to Data Privacy including this notice to our Data Protection Officer, Simon Renton. He can be contacted by email at DPO@chargemasterplc.com, in writing at the above address or by calling 01582 400331.

This website has different sub-sites for Chargemaster businesses, products and services, which may also have their own privacy statements. Please read these if you visit our sub-sites.

Personal data we may collect

We may collect and process the following data from you:

Contact: details of how to contact you e.g. title, name, address, email address, telephone numbers, any other information you choose to divulge as part of a query.

Property: details of a property / location – e.g. address, availability of off-street parking.

Vehicle: details of a vehicle e.g. make, model, registration mark, year of manufacture.

Marketing Preference: your consent for us to send marketing materials, preferred channels.

Payment: details of payment card e.g. card number, expiry, CVC, cardholder.

Cookies: information about website visits, interactions.

Customer services: Recording/reporting of faults, issues with the charging network.

When do we collect your personal data?

If you decide to contact us you will be invited to provide Contact details that will allow us to handle your enquiry effectively. We may also invite you to provide Marketing preference information. Provision of this data is completely voluntary, and our legal basis in processing this data is Legitimate Interest, namely our desire to respond to your enquiry. We need the information you provide to do so effectively, and judge that this is how you would expect us to use the information supplied.

If your enquiry relates to potential purchase of products or services from us, you will be invited to provide additional personal data needed for us to handle your enquiry effectively. This may include Property and/or Vehicle information. Provision of this data is completely voluntary, and our legal basis for processing this data is Contract as we are in the preparatory stages that aim to establish a contract.

If you decide to purchase goods from us via our web shop we will collect Contact and Payment information from you so we can execute this transaction. Our legal basis for processing this data is Contract.

If you call us to discuss any faults found with the charging network or your Homecharge unit or if you have another issue or query we will record your information against your account. This is so that we can track the fault and ensure that it has been managed in a way that is appropriate to the fault found. The legal basis for this processing is contract.

If you decide to provide us with Marketing Preference data indicating consent for us to send you marketing information we will retain this data and use it along with the associated Contact information to deliver information about products and services we feel may be of interest to you. Our legal basis for processing data under these circumstances is Consent.

Chargemaster ChargeVision Privacy Policy

If you decide to visit our website, we may process Cookies data. On your first visit we will alert you to our use of cookies to manage and control your interaction with the site. We offer you information about cookies use and provide you with a means of controlling which types are permitted. Acceptance of cookies is completely voluntary, although if you decline to accept cookies classified as “necessary” we cannot guarantee that our website will function as intended. We provide more information about the use of cookies in our website [cookie policy](#). Legal basis of processing is consent.

You may only provide us with the personal data of another person if you have previously obtained that person’s consent to the processing of their personal data, have informed them of our identity as a Data Controller and of the nature of the processing taking place. Records must be retained by you as evidence of this consent and provided to us on request.

Where we are processing your data based on your Consent, you can withdraw this consent at any time. We provide simple ways of doing this where we can (e.g. cookie consent form, unsubscribe links in emails). In any instance you can ask for your consent to be withdrawn by contacting us by email at marketing@chargemasterplc.com or by phone or letter to our Customer Services team. Customer Service contact details are provided on our website and written communications.

Your personal data is sent to your local distribution network operator to ensure that your unit can be fitted at your property with out causing issues with the local electrical supply. This is passed on as part of the contract if you are purchasing a Homecharge unit.

Your personal data is sent to NIC/EIC to confirm that the installation of your Homecharge unit met the correct installation requirements and is recorded as per of the standard requirements. This information is passed on as part of the contract.

How long do we keep your information?

Chargemaster Ltd operates a clear Retention policy and associated Retention Schedule to ensure personal data is kept only for so long as is necessary for the purpose for which such information is collected, after which we make it non-identifiable or delete it.

The actual length of time data is retained will depend on the purpose for which it was collected. In the case of Contact data relating to an enquiry not resulting in any further agreement between us we will delete personal data six months after the date of our last contact. For web shop purchases, we do not retain payment card details after completion of the payment transaction.

You have certain rights to request deletion of your personal data at any time under rights described below.

Who do we share your personal data with?

We contract with third parties to host the servers supporting our websites and other aspects of our operations. These servers are installed in secure datacentres located within the EEA.

For web shop sales, we share payment card details with our payment card processor Authorize.Net, a wholly owned subsidiary of Visa.

We will not share your data with third parties for marketing purposes unless we have your express consent to do so.

We may disclose your personal information to any member of our group, which means our subsidiaries, strategic partner(s) or strategic sponsor(s) our ultimate holding company and its subsidiaries as defined in section 1159 of the UK Companies Act 2006.

As part of our GDPR compliance obligations, we are duty bound to check when personal data may be shared with third parties to ensure that they apply the same or greater controls in terms of data protection. The use of non-disclosure agreements form part of our third-party data sharing controls.

We may disclose your personal information to third parties:

in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; or

if we or substantially all of our assets are acquired by a third party, in which case personal data held by it about our customers will be one of the transferred assets; or

Chargemaster ChargeVision Privacy Policy

if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or in order to enforce or apply other agreements;
to protect the rights, property or safety of Chargemaster Ltd, our customers or others.
Chargemaster Ltd has risk assessed where personal information may be transferred outside the EEA. As part of our own due diligence we have identified that personal data held for and by Chargemaster Ltd resides in the EU. Chargemaster Ltd will continue to monitor this for Chargemaster Ltd considering any 3rd party provider changes in the future. Should a requirement for data to be transferred outside of the EU in future, Chargemaster Ltd will implement controls and safeguards to ensure that equal to or greater data protection measures are enforced and records retained to evidence this.

Changes to our privacy notice

We may make minor changes to our Privacy notice in the future and will post these to this page on our website. If we make any significant changes we will take additional steps to inform you.

Your rights relating to Personal Data

As a data subject, you have certain rights which we aim to uphold as follows. Please note that rights are not absolute and are subject to certain qualification and exceptions.

Right to be informed: You have the right to receive clear, transparent and understandable information about how we process your data. Our Privacy Notices including this one aim to meet this need.

Right to access: You can ask us for a copy of personal data we hold about you.

Right to rectification: You can ask us to correct any error you identify in data we hold about you.

Right to erasure: You can ask us to delete data we hold about you. We will do so unless we have a compelling reason to retain (e.g. legal requirement, prevention of fraud).

Right to restrict processing: You can ask us to stop using your personal data.

Right to data portability: You can ask us to provide your personal data in a form suitable for use by another organisation.

Right to object: You can object to our processing where we are doing so under the legal basis of Legitimate Interest.

Right not to be subject to automated decision-making including profiling: we don't do this so this right has no relevance in this context.

If you would like to contact us in connection with exercising any of these rights please do by email to gdpr@chargemasterplc.com or by phone or letter to our Customer Services team. Customer Service contact details are provided on our website and written communications. We aim to respond to any requests you make within seven (7) working days.

Queries and Complaints

If you have questions or concerns to our handling of your personal data, please contact our Data Protection Officer using the contact details provided at the top of this notice.

If you are within the EU you also have the right to raise a privacy concern with Data Protection Authority established within your country. Contact details for each EU data protection authority can be found here: http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm