

Privacy Policy

J J E ELECTRICAL CONTRACTORS LTD

Part of the J J E GROUP

For all your Electrical Requirements



ELECTRICAL CONTRACTORS

SUPPLY | INSTALL | SERVICE

At J J E ELECTRICAL , your privacy is important to us. This Privacy Policy explains how we collect, use, and protect your personal information when you visit our website or use our services.

Privacy Policy

1. Who We Are

J J E ELECTRICAL CONTRACTORS LTD is a North West London-based electrical services company providing certified, fully insured electrical work to homes and businesses. Our services include electrical installations, repairs, safety checks, emergency callouts, and more.

Company Address:

78 Review Road, Neasden, London, NW2 7BD

Contact Number:

0207 247 2475

2. Information We Collect

We may collect personal information when you:

- Submit a quote or enquiry through our website
- Book a service by phone, email, or online
- Send photos or videos to help us assess your requirements
- Provide feedback, testimonials, or reviews

The types of information we collect include:

- Name
- Contact details (phone number, email, address)
- Job location and description
- Photos or videos of electrical issues (optional)
- Payment information (for deposits, callout fees, or completed work)

We do not store your payment details directly. Payments are processed securely via third-party providers.

3. How We Use Your Information

We collect and use your information to:

- Provide quotes and estimates (via phone, AI tool, or email)
- Schedule and deliver electrical services
- Process payments for services rendered
- Communicate regarding your enquiry or booking
- Improve our services, website, and customer experience
- Comply with legal obligations

We may also use anonymised data for internal reporting and marketing insights.

4. Video and Photo Submissions

We offer a paid photo or video diagnosis service (£20), which helps us assess your electrical issue and potentially reduce your callout time. This service is for preliminary assessment only and does not replace an on-site inspection.

Important:

- Remote assessments are for guidance purposes and do not constitute formal diagnosis or repair instructions.
- We are not liable for any injury or damage arising from actions taken based on remote advice.

5. Data Sharing & Third Parties

We may share your information with:

- Our vetted, DBS-checked subcontractors for job fulfilment
- Payment processors to manage secure transactions
- Virtual Assistants (VAs) trained to handle your enquiries and bookings
- Legal or regulatory bodies if required by law

We do not sell or rent your personal data to third parties.

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6. Data Security & Storage

We implement strict measures to protect your data, including:

- GDPR-compliant data handling
- Secure CRM systems to track enquiries, bookings, and payments
- Limiting access to authorised personnel only
- Encrypted storage of digital records where applicable

7. Your Rights

Under UK data protection laws, you have the right to:

- Access the personal information we hold about you
- Request corrections to inaccurate information
- Request deletion of your personal data (subject to legal requirements)
- Object to or restrict certain types of data processing
- Withdraw consent where processing is based on consent

To exercise your rights, please contact us at Info@jjeelectricalcontractorsltd.com.

8. Marketing Preferences

We may occasionally send service updates or promotions relevant to our electrical services. You can opt out at any time by contacting us or following the unsubscribe link in our emails.

9. Cookies & Website Tracking

Our website uses cookies and tracking tools to:

- Improve user experience
- Analyse website traffic
- Support marketing efforts

You can adjust your cookie preferences through your browser settings.

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10. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

Questions?

For any concerns about your privacy or this policy, please contact:

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