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Data Protection Policy (UK GDPR)

Last updated: 21 July 2026

1. Purpose

Summer Valley PCs is committed to protecting the personal information of our customers and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy explains how personal information is handled within the business and the measures taken to keep it secure.

2. Scope

This policy applies to all personal information processed by Summer Valley PCs, whether received through our website, by telephone, email, in person or during the repair of customer devices.

3. Personal Information We Process

Depending on the services provided, we may process:

- Customer names
- Postal addresses
- Telephone numbers
- Email addresses
- Details of computer equipment
- Repair history
- Passwords supplied for repair purposes
- Information necessary to diagnose faults
- Payment and invoicing information



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We only collect information that is necessary to provide our services.

4. Lawful Basis for Processing

We process personal information for one or more of the following lawful reasons:

- To fulfil a contract for repair or support services.
 - To respond to customer enquiries.
 - To comply with legal obligations.
 - Where customers have given consent.
 - Where processing is necessary for our legitimate business interests.
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5. Protecting Customer Information

Customer information is treated as confidential.

Where access to personal files is necessary during repairs, access is limited to what is required to diagnose or complete the requested work.

Customer information is never shared with third parties unless:

- required by law;
 - necessary to complete the requested service; or
 - authorised by the customer.
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6. Passwords and Device Security

Passwords supplied by customers are used only for completing repairs or testing.

Passwords are not retained longer than necessary and are handled securely.

7. Storage of Information



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Customer information is stored securely using appropriate technical and organisational measures to reduce the risk of unauthorised access, loss or misuse.

Paper records, where used, are stored securely and disposed of confidentially when no longer required.

Electronic records are protected through appropriate security measures.

8. Data Retention

Personal information is retained only for as long as necessary to:

- complete repairs;
- provide warranty or after-sales support;
- comply with legal or tax obligations; and
- resolve disputes if required.

Information that is no longer required is securely deleted or destroyed.

9. Customer Rights

Customers have the right to:

- request access to their personal information;
- request correction of inaccurate information;
- request deletion where appropriate;
- restrict or object to processing in certain circumstances;
- request transfer of their information where applicable; and
- complain to the Information Commissioner's Office (ICO).

Requests will normally be responded to within one calendar month.



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10. Data Breaches

Any suspected personal data breach will be investigated promptly.

Where required under UK GDPR, the Information Commissioner's Office (ICO) will be notified within 72 hours.

Affected individuals will also be informed where there is a significant risk to their rights and freedoms.

11. Responsibility

As the owner of Summer Valley PCs, Adrian Scott is responsible for ensuring compliance with this policy and maintaining appropriate standards of data protection throughout the business.

12. Policy Review

This policy will be reviewed periodically and updated whenever there are significant changes to legislation or the way Summer Valley PCs processes personal information.

Contact

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