



Privacy Notice

Controller

Avis Group, comprising Avis Mechanical Ltd and Avis Contracts Ltd, registered in England under company numbers 07546368 and 3885571 respectively and having their registered address at Wingham House, 9 Freepost Office Village, Braintree CM77 8YG, hereinafter referred to as “Avis”, “we”, “our” and “us”, will as Data Controller process your personal data as described below.

Purpose and legal basis for processing

We process the personal data provided to us by third parties to enable us to deliver the services that they have requested from us on your behalf. We also process any response from you to enable materials or additional services to be provided. We do not use your personal data for online and social profiling purposes and all data is used solely for the provision of repair and maintenance services normally as part of a defects liability provision to the original builder.

By submitting a request via the main builder, you consent to our processing of your personal data as described above. You have the right to withdraw your consent to our processing of your personal data at any time. Please direct a request for withdrawal of consent to Avis using the contact information on <https://www.avis-group.co.uk> and clicking on the appropriate company link

Google Analytics software collects information about how you use the Avis website. Although this information is available to us, we currently do not access it for any marketing or profiling purposes.

Google Analytics stores information about:

- the pages you visit on the Avis websites
- how long you spend on each Avis page
- how you got to the site
- what you click on while you’re visiting the site

We do not collect or store your personal information (for example your name or address) so this information cannot be used to identify who you are.

Calls to our offices are not recorded.

Disclosure and recipients of your personal data

Your personal data will be disclosed to and processed by our engineers, who may be independent sub-contractors, for the purposes outlined above. Your personal data may be disclosed to independent suppliers for the purposes of arranging deliveries of parts and/or materials to facilitate the works outlined above. Every effort will be made to avoid this, and you will be consulted before any information is released to external third parties

Retention time

We will process your personal data in relation to a request for services for a period of twenty four (24) months from the project practical completion date and no longer than 3 months after the end of the contract defects liability period as agreed with the original builder.

Your rights and Avis contact information

For more information on your rights in relation to our processing of your personal data and contact details for further information and complaints as well as contact details for our Data Protection Officer, please visit <https://www.avis-group.co.uk/>.



Cookie Policy

What Are Cookies?

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the sites functionality.

For more general information on cookies see the Wikipedia article on HTTP Cookies.

How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of the this site. Therefore it is recommended that you do not disable cookies.

The Cookies We Set

Forms related cookies

When you submit data through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.

Third Party Cookies

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official Google Analytics page.

More Information

Hopefully that has clarified things for you and as was previously mentioned if there is something that you aren't sure whether you need or not it's usually safer to leave cookies enabled in case it does interact with one of the features you use on our site. This Cookies Policy was created with the help of the Cookies Policy Template Generator and the Terms and Conditions Template.

If you are still looking for more information then you can contact us by emailing catherine@avis-group.co.uk.