

Privacy Notice

How we use your personal information

This privacy notice is to let you know how WeFix uses your personal information, what we do to ensure the safety and security of it, and who we share your information with. We will also inform you of your rights and how the law protects you.

Our Privacy Promise

We promise:

- To keep your data safe and private
- To give you ways to manage your marketing choices
- Not to sell your data

Who we are

We are Revive a Phone Ltd, trading as WeFix. WeFix is part of the Onecom Group of companies. Our goal is 'to provide the most convenient and efficient smartphone and tablet repair service'

Our GDPR Owner and data protection representatives can be contacted directly here:

- contact@wefix.co.uk
- 08000 418 418
- You can find out more about us by visiting the About Us page: <https://wefix.co.uk/about>

Your rights

At any point while we are in possession of, or processing, your personal data, you, the data subject, have certain rights:

- Right of access - you have the right to request a copy of the information that we hold about you.
- Right of rectification - you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten - in certain circumstances you can ask for the data we hold about you to be erased from our records. Bear in mind, if you ask us to erase your information from our records, we may purchase data in the future that contains your information. We can however mark it as "do not contact" therefore stopping any contact we may make to you.
- Right to restriction of processing - where certain conditions apply to have a right to restrict the processing.
- Right of portability - you have the right to have the data we hold about you transferred to another organisation.
- Right to object - you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling - you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that WeFix refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain, please contact us at contact@wefix.xo.uk

Should you wish to exercise any of these rights, please use the contact form on our website <https://wefix.co.uk/contact>

How the law protects you

As well as our Privacy Promise, your privacy is protected by law. This section explains how that works:

Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. This includes sharing it outside WeFix. The law says we must have one or more of these reasons:

- To fulfil a contract we have with you, or
- When it is our legal duty, or
- When it is in our legitimate interest

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

Groups of Personal Information

Here is a list of all the ways that we may use your personal information, and which of the reasons we rely on to do so. This is also where we tell you what our legitimate interests are. We use many different kinds of personal information, and group them together like this:

Purpose of processing	Data collected from	Categories of individuals	Types of personal data	Our reasons (purpose for collection)	Lawful basis for processing	Nature of processing	Retention period
Customer orders	You	Consumer & Business Customers	First and last name Email address Telephone number(s) Physical address - Billing Physical address - Repair Password Online identifiers IP address	To provide the repair service requested, and contact to arrange the repair, which could be via email, telephone and SMS message	Contractual	Storing and using the information to fulfil the contract with you	7 years after warranty for statutory obligations . 8 years for any complaints .
Website usage	You	Consumer & Business Customers	Name Email address Telephone number Message IP address (live chat service only)	Provide the enquirer with a response	Legitimate interest	Storing and processing the information to be able to provide responses and customer service to the enquiry	7 years

Where we collect personal information from

We may collect personal information about you (or your business) from these sources:

Where we collect personal information from
Data you give us:
<ul style="list-style-type: none">• When you talk to us on the phone or in person with our sales team• When you use our websites• In emails and letters• When you buy our products and services• enter a competition, promotion or survey; or• give us some feedback
Data from third parties:
<ul style="list-style-type: none">• Companies and people who know you that pass us your details• Credit reference agencies

We also obtain data from publicly available sources such as information held in Companies House, and information about you that is openly available on the internet.

Who we share your personal information with

WeFix will not pass on your personal data to third parties unless: it is a requirement of the service or product you have with us, where this will be detailed within the contract, if it is a prerequisite to the service or product you intend to have with us, you will be notified beforehand, or it is a legal requirement to do so.

Who we share your personal information with

- Our partners, agents and subcontractors (including prospective partners, agents and subcontractors) who are involved in the delivery of providing products or services used or ordered by you;
to other companies in the Onecom Group, including their respective partners, agents and sub-contractors (including prospective partners, agents and subcontractors); insofar as reasonably necessary for the purposes, and on the legal bases, set out in this policy
- Companies we have a joint venture or agreement to co-operate with
- Companies we have contracts with, to provide you with the services agreed in your contract.
- Debt collection agencies or other debt recovery organisations
- Law enforcement agencies, regulatory organisations, courts or other public authorities if we have to, or are authorised to do so by law
- 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 as part of the process of evaluation and to ensure continuity of service
- Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others. We do not disclose information about identifiable individuals to our advertisers, but we will provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1). We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience;
- Analytics and search engine providers that assist us in the improvement and optimisation of our site;
- Credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you;

We may have to share your personal data with the following organisations. Sharing your personal details will be necessary for the completion of your order, or to support WeFix's services and our website.

Braintree Payments	Provide payment service for all bookings
Bug Snag	Coding errors stored
Digital Ocean	Website hosting
Freshworks Inc	Live chat on website
Lewis Smith and Norley Tucker	Website developers

Onecom Group	Marketing & Data Protection
Royal Mail	Post replacement phones to customers.
Teletrac NavMan	Satellite navigation for vans
Trust Pilot	Reviews for website
UPS	Shipment service for parts/replacement phones
Xero	Accounting service for employee data
Xero fees	Accounting service for employee data

If you do not wish us to collect and use your personal information in these ways, it may mean that we will be unable to provide you with our products or services.

Website & Live Chat

With regard to each of your visits to our website we will automatically collect technical information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page, and any phone number used to call our customer service number.

WeFix does not collect the Internet protocol (IP) address used to connect your computer to the Internet.

The Live Chat service on our website by Fresh Works currently collects and stores your IP address.

Google Analytics & Remarketing

This website uses the Google AdWords remarketing service to advertise on third party websites (including Google) to previous visitors to our site.

It could mean that we advertise to previous visitors who haven't completed a task on our site, for example entering a postcode but not completing a checkout. This could be in the form of an advertisement on the Google search results page, or a site in the Google Display Network. Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to the WeFix website. Of course, any data collected will be used in accordance with our own privacy policy and Google's privacy policy.

You can set preferences for how Google advertises to you using [the Google Ad Preferences page](#), and if you want to you can [opt out of interest-based advertising entirely](#) by cookie settings or permanently using a [browser plugin](#). You can control the collection and use of web viewing data for interest-based advertising and other applicable uses on this browser, by some or all of the participating companies by [visiting YourAdChoices](#).

Where your information is processed

Nearly all of your personal data is processed within the European Economic Area (EEA), with one exception. We use a website service called Fresh Chat (provided by Freshworks Inc) who are based in the USA. By using the Live Chat service on the website means that any data you enter in to it will be transferred to the USA.

This is secured and protected by the EU-US Privacy Shield Framework. More information on this framework can be found here: <https://www.privacyshield.gov/welcome>. This framework and it's guarantees of data security are approved by the GDPR.

Automated Decision Making

WeFix does not use automated processes for any decision making whatsoever in respect of our customers.

How long we hold your personal information for

The length of time we retain your information is dependent on what we are holding and why we are holding it. We will not keep your information for longer that is necessary for our business or legal requirements.

WeFix may process personal data for up to 7 years if you become a customer. We may also store personal data for up to 7 years (8 years for complaints) for any of the following reasons:

- Respond to any questions or complaints
- To show that we treated you fairly
- To maintain records to comply with legal and regulatory rules that apply to us
- In keeping with our legitimate interests and contractual obligations

We also have processes in place to securely dispose of data we no longer require.

How we protect your information

We take information and system security very seriously and we strive to comply with our obligations at all times. All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology.

Any personal information which is collected, recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied in line with our data protection obligations. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We will seek to keep your personal data secure by taking appropriate technical and organisational measures against unauthorised or unlawful processing and against accidental loss, destruction or damage.

Only authorised and strictly necessary personnel and third parties will have access to your personal data.

How to get a copy of your personal information (Subject Access Request)

In compliance with your rights detailed above, you can request copies of all the personal information we hold on you. This is known as a “Subject Access Request”, “SAR” for short.

There are several ways of applying:

- Complete the form on our website <https://wefix.co.uk/contact>
- Email: contact@wefix.co.uk
- Telephone us on: 08000 418 418
- Use the Live Chat feature on our website <https://wefix.co.uk/contact>
- By writing to our Head Office

To make sure we are only sending the information to someone authorised to have it, we may at our discretion require you to provide two forms of ID from the below list:

- Passport
- Driving licence
- Birth certificate
- Utility bill (from last 3 months)
- Current vehicle registration document
- Bank statement (from last 3 months)
- Rent book (from last 3 months)

To submit a Subject Access Request please contact us using the [contact form](#) on this website.

If things go wrong and you wish to make a complaint

If you are not happy with the service you have received from WeFix you can raise a complaint through any of the following channels:

Telephone us on: 08000 418 418

Email: contact@wefix.co.uk

Write to us: Customer Services Department, Unit 11-13 Little Braxted Hall, Witham Road, Witham, Essex, England, CM8 3EU.

In the event that you wish to make a complaint about how your personal data is being processed by WeFix (or third parties as described above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and WeFix’s data protection representatives, Data Protection Officer / GDPR Owner.

WeFix’s GDPR Owner contact details:

GDPR Owner
WeFix House
4400 Parkway
Fareham
Hampshire
PO15 7FJ

Contact@wefix.xo.uk

08000 418 418

Supervisory authority’s contact details:

Information Commissioner’s Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

casework@ico.org.uk03031 231113

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies may be either “persistent” cookies or “session” cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

Cookies can be used by web servers to identify and track users as they navigate different pages on a website and identify users returning to a website.

Analytics cookies:

Our analytics service provider generates statistical and other information about website use by means of cookies.

The analytics cookies used by our website have the following names: _utma, _utmb, _utmc and _utmz.

The information generated relating to our website is used to create reports about the use of our website.

Our analytics service provider’s privacy policy is available at: <http://www.google.com/policies/privacy/>.

How do I disable cookies?

If you want to disable cookies you need to change your website browser settings to reject cookies. How you can do this will depend on the browser you use. Further details on how to disable cookies for the most popular browsers are set out below:

For Microsoft Internet Explorer:

1. Choose the menu “tools” then “Internet Options”
2. Click on the “privacy” tab
3. Select the setting the appropriate setting

For Google Chrome:

1. Choose Settings > Advanced
2. Under "Privacy and security," click "Content settings".
3. Click "Cookies"

For Microsoft Edge:

1. In Microsoft Edge, go to More > Settings
2. Under Clear browsing data, select Choose what to clear
3. Select the check box next to each data type you'd like to clear, and then select Clear
4. If you'd like, turn the Always clear this when I close the browser setting to On

For Safari:

1. Choose Preferences > Privacy
2. Click on "Remove all Website Data"

For Mozilla firefox:

1. Choose the menu "tools" then "Options"
2. Click on the icon "privacy"
3. Find the menu "cookie" and select the relevant options

For Opera 6.0 and further:

1. Choose the menu "Files" > "Preferences"
2. Privacy

Deleting cookies will have a negative impact on the usability of many websites.

Job Applicants

All the above applies for job applicants except for the below substitutions.

What we use your personal information for	Our reasons	Our legitimate interests
<ul style="list-style-type: none"> • Making decisions who to employ • Making sure company property is safe and secure • Check for criminal convictions 	<ul style="list-style-type: none"> • Our legitimate interests • Our legal duty 	<ul style="list-style-type: none"> • Find and manage employees to ensure efficient running of the business • Quality Control and Monitoring • Security and safety of visitors, staff and assets

Type of personal information	Description
CCTV	If you enter any of our buildings your images may be captured on CCTV
Contact	Where you live and how to contact you.
Communications	What we learn about you from letters, emails and conversations between us.
Criminal Convictions	If you are offered a position in certain areas/job roles we may apply for a basic disclosure.

Education	Details of your qualifications and education
Employment History	Details of previous employers and references
Other Personal Information	Details of hobbies etc that you provide in your cv or application

Where we collect personal information from
Data you give us:
<ul style="list-style-type: none"> • When you apply for a job with us
Data from third parties:
<ul style="list-style-type: none"> • Information from people and organisations you put us in contact with. I.e. references

Who we share your personal information with

WeFix will not pass on your personal data to third parties unless: it is a legal requirement or you ask us to do so.

Who we share your personal information with
<ul style="list-style-type: none"> • Government agencies like HMRC to provide income tax and NI contributions

How to get a copy of your personal information (Subject Access Request)

In compliance with your rights detailed above, you can request copies of all the personal information we hold on you. This is known as a “Subject Access Request”, “SAR” for short.

Email your request to contact@wefix.co.uk You must include the words SAR and “your name” in the subject line

Changes to our Privacy Policy

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

Policy last updated 9th January 2019

Disclaimer – external links

WeFix is not responsible for content on any other websites linked to from this site - the inclusion of any such links does not necessarily imply a recommendation or endorse the views expressed within them. We have no control over the nature, content and availability of those sites and you view them strictly at your own risk.