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Company No. 4553408 VAT No 408 483 641

WHATSAPP POLICY

POLICY EFFECTIVE FROM 08/09/25

Power Point (Glos) Ltd ("Power Point", "us", "we") uses WhatsApp Business as a primary method of communication with our customers ("you", "your"). Its primary use is to establish direct communication with individuals responsible for, or able to provide access to, and information about faulty appliances which we have been asked to repair or replace.

How we use WhatsApp

- Only authorised employees are permitted to access WhatsApp Business from authorised company devices.
- Conversations are encrypted end-to-end by WhatsApp.
- We do not accept WhatsApp video calls and we do not allow ourselves to be added to or engage in group chats.
- We do not maintain marketing lists, nor do we use WhatsApp for any promotional purposes. We may send you a quote for a replacement appliance if requested, but we never send unsolicited marketing.

Legal basis for using WhatsApp

We process your personal data on WhatsApp under:

- Article 6(1)(b) UK GDPR – Contract: communicating with you about services you have requested.
- Article 6(1)(f) UK GDPR – Legitimate interests: coordinating access to properties and liaising with landlords, letting agents, or other third parties involved in a repair.

Retention of messages

- WhatsApp message content is retained for up to 6 months from the date of the last message.
- Where messages relate to disputes, complaints, or similar matters, we may retain them for up to 12 months.
- After this period, messages are securely deleted.

Sharing of information

We do not share or sell your information with third-party companies. Message content will remain between you and us, except where it is necessary to share with:

- a landlord, letting agent, or property owner responsible for the appliance; or
- any third party you nominate to help facilitate access to the property or appliance.

International transfers

WhatsApp (operated by Meta) may process and store data outside the UK. Where this occurs, data is protected through safeguards such as Standard Contractual Clauses, in line with UK data protection requirements.

Your rights

You have rights under UK data protection law, including the right to:

- access the data we hold about you;
- request corrections or deletion;
- restrict or object to how we process your data;
- request transfer of your data; and
- complain to the Information Commissioner's Office (ICO) if you are unhappy with how your data is handled.

For full details of your rights and how to exercise them, please see our [Privacy Policy](#).

Security

- Only authorised staff use WhatsApp on company-managed devices.
- Staff are trained in secure use of WhatsApp, and devices are protected with appropriate security measures.
- We do not allow screenshots or message forwarding outside business purposes.

Opting out

If you no longer wish to receive communication from Power Point via WhatsApp, you can opt out at any time by sending a message saying "STOP".