

POWER POINT (GLOS) LTD – WHATSAPP POLICY

Policy effective from: 01/03/2022

Power Point (us/we) use Business Whatsapp as a primary method of communication with our customers (you/your). Its primary use is for establishing a direct communication with individuals who are responsible for or able to provide access to and information about faulty appliances which we have been asked to repair or replace.

Power Point only allow authorised employees to access Whatsapp Business from authorised company devices. The conversations are encrypted end-to-end. We do not accept Whatsapp video calls nor do we allow ourselves to be added to or engage in group chats.

Power Point DO NOT maintain a list of customers, nor do we use Whatsapp for any promotional or marketing purposes. We will at your request send a quote to replace a new appliance but never unsolicited.

Power Point will only retain the content of any conversation with us for the minimum amount of time necessary; usually 6 months from the date of the last message or 12 months in the event of any disputes, complaints or similar.

Power Point DO NOT share or sell your information with any 3rd party companies. The content of conversations will remain between you and us. The exceptions to this would be if pertinent content needed to be shared with a landlord/letting agent responsible for the property, the owner of the appliance and any 3rd party nominated by you who may need to be contacted to facilitate access to the appliance we have been instructed to work on.

If you no longer wish to receive communication from Power Point via Whatsapp you can opt-out by sending a message saying 'STOP'

Further information regarding Power Point's privacy policy can be found here: [POWER POINT Privacy Policy](#)