

PRIVACY NOTICE

Simon Law & Son Plumbing & Heating Ltd

1. Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

2. Who are we?

Simon Law & Son Plumbing & Heating Ltd is the data controller. This means it decides how your personal data is processed and for what purposes.

3. How do we process your personal data?

Simon Law & Son Plumbing & Heating Ltd (the "company") complies with its obligations under the "GDPR" by: keeping personal data up to date; storing and destroying it securely; not collecting or retaining excessive amounts of data; protecting personal data from loss, misuse, unauthorised access and disclosure; and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes: -

- To provide you with a plumbing and heating service at the location of your choice;
- To provide you with warranties and legal certificates;
- To maintain our own accounts and records.

4. What is the legal basis for processing your personal data?

- Processing is necessary for carrying out legal obligations to which the data controller is subject. For example, in relation to HMRC or the Gas Safe Register;
- It is also necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract
- Processing is carried out by any employee of the company -
 - the processing relates only to customers and prospective customers (or those who have regular contact with it in connection with those purposes); and
 - there is no disclosure to a third party without consent.

5. Sharing your personal data

Your personal data will be treated as strictly confidential and will only be shared with employees of the company or for purposes connected with the company. We will only share your data with third parties outside of the company with your consent. We will never give, lease or sell your personal information for any other purposes.

6. How long do we keep your personal data?

We keep data in accordance with the guidance set out under the Data Protection Act. We don't keep your information for longer than we need to, which is usually six years after your relationship the company ends.

7. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data: -

- The right to request a copy of your personal data which the company holds about you;
- The right to request that the company corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for the company to retain such data;
- The right to withdraw your consent to the processing at any time
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data (This may mean that the company is unable to provide you with a service)
- The right to lodge a complaint with the Information Commissioners Office.

8. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

9. Contact Details

To exercise all relevant rights, queries or complaints please in the first instance contact Simon Law & Son Plumbing & Heating Ltd at 17 Spring Lane, Holmfirth, HD9 2LN or via telephone on 01484 683903 or 07980 930949, or via email at info@powerflushnorth.com

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.