

Plumbright Heating & Plumbing Services Organisation Privacy Notice

Our contact details;

Plumbright Heating and Plumbing Services Ltd
4 Wedgewood Drive, Portskewett, Caldicot, NP26 5TL
T: 01291 760952
M: 07736 149256
E: info@plumbrightheating.co.uk
W: <http://www.plumbrightheating.co.uk/>
Data Protection Officer: Hannah Perry
E: hannah@plumbrightheating.co.uk

What type of information we have;

We currently collect and process the following personal information;

- Your name;
- Your home address / rental address;
- Your contact telephone numbers;
- Your email.

How we get the information and why we do we have it;

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You can remove your consent at any time. You can do this by contacting Hannah Perry, hannah@plumbrightheating.co.uk or 07736 149 256.
- We have a vital interest.
- We have a legitimate interest.

What we do with the information;

We only share your information with our engineers or organisations, who are working on behalf of, or are employed by Plumbright Heating and Plumbing Services Ltd. This is to allow us to complete the service we have been instructed to carry out or supply a product you have requested. We do not share any information with anyone outside of the EU.

How we store your information;

We keep postal addresses, contact names and contact details information indefinitely and update it when necessary. Any electronic information is deleted, when required and we ensure our anti-virus protection is up to date. Any paper documents holding sensitive information is shredded.

We record and store your information on accounting software, calendar software, Excel spreadsheets.

Our accounting system holds information for 10 years as we have company property that is retained for this period plus boilers need to be serviced annually and guarantees can be for up to 10 years.

Your data protection rights;

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at hannah@plumbrightheating.co.uk or 07736 149 256, if you wish to make a request.

How to complain;

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113