

# Privacy Policy

N A Jones Plumbing and Heating Ltd are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the GDPR Act 2016 (the Act), the data controller N A Jones Plumbing and Heating Ltd

## INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- Information or material that you provide us when purchasing or servicing an appliance. We may also ask you for information when you report a problem with an appliance.
- If you contact us, we may keep a record of that correspondence.
- Details of transactions you carry out through us in fulfilment of your orders and invoices.

## WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you will be stored either in an encrypted file or lockable storage. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

## USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- To contact you during service appliance intervals.
- To provide you with information, products or services that you request from us.
- To carry out our obligations arising from any contracts entered into between you and us.
- To notify you about changes to our service.

## DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to the manufacturer of a product you are purchasing or servicing as part of warranty legislation and also share your data with Gas Safe and/of Oftec and building control. This is legal requirement however we may ask the supplier not to contact you if instructed. It is your obligation to inform us of this.

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.

## YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes...

## CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be e-mailed to Nick Jones [najonesplumbingandheating@gmail.com](mailto:najonesplumbingandheating@gmail.com)

