

# Privacy Policy

Last Updated on 6th September 2018. This Privacy Policy is effective immediately for Users after that date.

UK Plumbing Contractors qualifies as a Data Controller under the Regulation (EU) 2016/679 of The European Parliament and of The Council of 27 April 2016 (General Data Protection Regulation (the “GDPR”)). As such, we aim to comply with all legal obligations which the GDPR implies on Data Controllers.

UK Plumbing Contractors respect your privacy and are committed to protecting it through our compliance with this Privacy Policy.

## 1. Definitions

In this Policy the following terms have these meanings:

“Cookie” means a small text file placed on your computer or device by our website when you visit our website;

“Our website” means this website, [www.ukplumbingcontractors.com](http://www.ukplumbingcontractors.com);

“Personal data” means data that we process which is any information that can be personally attributable to an individual such as a name, email address or telephone number;

“We/Us/Our” means UK Plumbing Contractors a limited company Registered in England under Company Number 8614202, whose registered address is 19 Hillbrook Rise, Farnham, Surrey, GU9 0SF.

## 2. About this policy

This policy describes:

The types of information that we may collect from you when you access or use our website – , [www.ukplumbingcontractors.com](http://www.ukplumbingcontractors.com); or interact with us; and

Our practices for collecting, using, maintaining, protecting and disclosing that information.

This policy applies only to information we collect through our services and in the electronic communications sent through or in connection with our services.

### **Our Data Protection Officer**

The Data Protection Officer at UK Plumbing Contractors is Simon Burrell.

### **3. What data do we collect?**

Some data will be collected automatically by our website and other data will only be collected if you voluntarily submit it.

Automatically collected data, which includes data collected through Google Analytics will be non-personally identifiable data.

Data collected that you have voluntarily submitted may be personally identifiable data.

Depending upon your use of our website, we may collect some or all of the following data:

1. Name
2. Business/company name
3. Email addresses
4. Telephone number
5. Enquiry message/detail
6. Browsing statistics and behaviour via Google Analytics (automatically collected)

### **4. How we use the information we collect**

We use the information that we collect from you in a variety of ways.

This includes:

#### **Operations**

We use the information to provide the services and information that you request and to respond to enquiries, requests and questions.

#### **Google Analytics**

We use Google Analytics to measure and evaluate access to and traffic on our website, and to create user navigation and behaviour reports for our website administrators and marketing team.

Data collected from Google Analytics is not attributable to an individual.

### **5. Storing and sharing your data**

#### **Do we keep your data?**

We keep your data:

- for as long as we need to in order to use it as described above in section 4;

and/or,

- for as long as we have your permission to keep it, such as using it to send you our newsletter or other marketing materials;

and/or,

- if you are an active client.

### **Where do we keep your data?**

Personally identifiable data that you submit through our website will not be stored or transferred outside of the European Economic Area (“the EEA”) (The EEA consists of all EU member states, plus Norway, Iceland and Liechtenstein).

Your data may be stored at the following:

Unit 22 Belle Vue Enterprise Centre, Ivy Road, Aldershot, GU12 4QW.

### **Do We Share Your Data?**

No, UK Plumbing Contractors will never share your data with any third-party.

## **6. Right of consent withdrawal**

You may withdraw your consent for collecting your personal information at any time. To do so, please contact us at [accounts@ukplumbingcontractors.com](mailto:accounts@ukplumbingcontractors.com).

## **7. Change or review of information**

If you would like to review, change or delete personal data we have collected from you or you had submitted or permanently delete your account, please contact us.

*For more information regarding the termination or deletion of your information, please refer to Section 9: Termination of this Privacy Policy.*

## **8. Accessing or correcting your personal information**

We take reasonable steps to accurately record the personal information that you provide to us, as well as any subsequent updates.

You have the right to ask for a copy of any of your personal data held by us.

We encourage you to review, update, and correct the personal information that we maintain about you. You may request that we delete personal data about you that is inaccurate, incomplete, and irrelevant for legitimate purposes, or is being processed in a way which infringes any applicable legal requirements.

Please contact our Data Protection Officer for more information on this process.

*See section 15 below for contact details.*

## **9. Termination of this Privacy Policy**

You may at any time review or change the personal information we maintain about you by contacting UK Plumbing Contractors. Upon your request, we will delete your contact information and personal data from our active databases.

This Privacy Policy is effective until terminated by either party. If you no longer agree to be bound by this Privacy Policy, you must cease the use of UK Plumbing Contractors services. If you are dissatisfied with UK Plumbing Contractors, or any of these terms, conditions, and policies, your sole legal remedy is to discontinue using the services. UK Plumbing Contractors reserves the right to terminate or suspend your access to and use of the services without notice, if we believe, in our sole discretion that such use is in violation of any applicable law, or harmful to our interests or the interests of another person or entity, or where UK Plumbing Contractors has reasons to believe that their use is in violation of this Privacy Policy.

## **10. Children's Privacy**

UK Plumbing Contractors does not knowingly collect personal information from children under the age of 13. If we learn that we have personal information on a child under the age of 13, we will delete that information.

## **11.Changes to this policy**

UK Plumbing Contractors reserves the rights to change this Privacy Policy at any time. Please check this page periodically for changes. Your use of the services after any such amendment or change in the Privacy Policy shall be deemed as your express acceptance to such amended/changed Privacy Policy and an assent to be bound by such changed/amended Privacy Policy. Information collected prior to the time any change is posted will be used according to the rules and laws that applied at the time the information was collected.

## **12. Governing law**

This Privacy Policy and the use of the Website are governed by the laws of United Kingdom. The parties undertake to first try to resolve the dispute with by negotiation. If the parties fail to reach an amicable resolution through negotiation, UK Plumbing Contractors agrees to submit the dispute to the competent Court of United Kingdom.

## **13. Copyrights**

The copyrights of our Website are the property of UK Plumbing Contractors.

Texts, graphics, photographs, animations, videos and clips, visible on the website are the object of copyright and are part of the intellectual property of UK Plumbing Contractors. Those may not be reproduced, used, presented or represented without an explicit written permission by UK Plumbing Contractors Any distribution of files, obtained by the users of the website, or of parts of such files, constitutes a violation of the relevant intellectual property protection laws and is prosecuted by the law.

Nothing contained on this website may be interpreted as granting a license or right of use as a trademark without the prior explicit written consent of UK Plumbing Contractors.

## **14. Miscellaneous**

UK Plumbing Contractors is controlled, operated and administered entirely within the United Kingdom.

If you are accessing the UK Plumbing Contractors website from another jurisdiction, please be advised that you are transferring your personal information to UK Plumbing Contractors in United Kingdom and, by using the website, you consent to that transfer and to abide by the applicable laws concerning your use of the website and your agreements with us.

This statement and the policies outlined in this Privacy Policy are not intended to and do not create any contractual or other legal rights in or on behalf of any third party.

## **15. Contacting us**

If you have any questions about our website or this Privacy Policy or if you would like to request personal data that we may currently hold of yours, please contact our Data Protection Officer, Simon Burrell by telephone on 01252 334494, by emailing [accounts@ukplumbingcontractors.com](mailto:accounts@ukplumbingcontractors.com), or by post at Unit 22 Belle Vue, Enterprise Centre, Ivy Road, Aldershot, Hampshire, GU12 4QW.