

GDPR: DATA PRIVACY NOTICE FOR CUSTOMERS

Introduction

A & D Plumbing Services Ltd ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) 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.

The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

1. Definitions

Data controller - A controller determines the purposes and means of processing personal data.

Data processor - A processor is responsible for processing personal data on behalf of a controller.

Data subject – Natural person

Categories of data: Personal data and special categories of personal data

Personal data - The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Special categories personal data - The GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

Processing - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. Who are we?

A & D Plumbing Services Ltd is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: A & D Plumbing Services Ltd, Unit 20 Peartree Business Centre, Peartree Road, Colchester, CO3 0JN. For all data matters contact Denise Richardson, Data Protection Officer on info@aanddplumbing.co.uk or 0800 975 5166.

3. The purpose(s) of processing your personal data

We use your personal data for the following purposes:

- To your book in and allocate the job to one of our engineers;
- To maintain our own accounts and records;

- To collect and process payment;
- Registering new boilers with Gas Safe and the manufacturer to validate the warranty;
- Generate annual boiler service reminders, where applicable to your original job e.g. boiler installation
- To generate a review request using your email address;
- You may give us information about you by filling in forms on our site www.aanddplumbing.co.uk (our site) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you fill out a contact enquiry form or use our interactive boiler buying guide, provide a review and when you report a problem with our site.

4. The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

- Personal data - The personal data you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph of your plumbing/ heating issue.
- Special categories of data - None processed or controlled by A & D Plumbing Services Ltd.

5. What is our legal basis for processing your personal data?

a) Personal data (article 6 of GDPR)

Our lawful basis for processing your general personal data:

<input type="checkbox"/> Consent of the data subject;	A & D Consent form signed by customer for customer reviews, annual boiler service reminders, send invoices and receipts.
<input type="checkbox"/> Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract	Customer and business contract to enable A & D Plumbing Services to locate address, complete job and take payment for the job using customer data provided by customer.
<input type="checkbox"/> Processing necessary for compliance with a legal obligation	Boiler installations: Register with Gas Safe, OFTEC and/or manufacturer.

More information on lawful processing can be found on the [ICO website](#).

6. Sharing your personal data

Your personal data will be treated as strictly confidential, and will be shared only with A & D Plumbing Services Ltd employees working on your job, HMRC, Gary Drewery Chartered Accountant, www.reviews.co.uk if you agree to an email review request being sent to you and OFTEC/ Gas Safe/ manufacturers (who we are legally required to share your data with.)

7. How long do we keep your personal data?

In most circumstances we keep your personal data for no longer than a period of two years in order to ensure guarantees on workmanship and parts can be honoured. We keep address details within our accounts for six years, as required by HMRC. If we fit a new gas boiler or oil boiler, your name, address and phone number are sent to Gas Safe and OfTEC (as required by law). If you agree, you are also placed on an annual service reminder after we have installed a new boiler. In cases of legal claims/complaints or for safeguarding purposes we reserve the right to retain your details until the matter is settled.

8. Providing us with your personal data

We require a minimal amount of personal data as a contractual requirement, and sometimes statutory requirement, before we can undertake your job. Failure to provide your name, address, telephone number and, where necessary, payment details will result in us cancelling your job. An opt in consent form will be given to you at the start of the job. You can choose to provide us with additional data, such as your email address to enable us to email a job receipt to you.

9. 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 the personal data which we hold about you;
- The right to request that we correct 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 to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was your lawful basis for processing the data.
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- 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, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority)); direct marketing and processing for the purposes of scientific/historical research and statistics).

10. Transfer of Data Abroad

We do not transfer personal data outside the European Economic Area.

11. Automated Decision Making

We do not use any form of automated decision making in our business.

12. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy 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.

13. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

14. How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact our Data Protection Officer Denise Richardson on 0800 975 5166 or email info@aanddplumbing.co.uk.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 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, England.