

# **MALLINSON PLUMBING AND HEATING**

## **PRIVACY NOTICE**

Please read this Privacy Notice. It relates to how we hold and process your information and explains your rights.

### **Who we are**

Mallinson Plumbing and Heating is the trading name of F. & R. Mallinson Limited, a limited company whose registered office is at Owler Ings Road, Brighouse, HD6 1EJ. The company is registered with the Information Commissioners Office. Our registration number is 01698358.

The person responsible for data protection at Mallinson Plumbing and Heating is Phillip Mallinson, who can be contacted at [office@mallinsonplumbing.co.uk](mailto:office@mallinsonplumbing.co.uk).

We are a data controller of the information we hold about you as a customer, or if you have given us consent to use your information, or if you are a visitor to our website. We are required under data protection legislation to notify you of the information contained in this privacy notice.

### **Lawful basis for using your information**

How we will use your information depends upon the reason you gave us the information.

(1) When you enter into a contract with us to provide heating or plumbing services upon your behalf, we process the data you give us for the purpose of undertaking the contract. This data includes your name, home address, the address of any premises where we undertake work, email addresses, telephone number, payment details and details of the work that we undertake for you ("Data"). It is necessary for us to process this data to undertake the work and perform the contract.

(2) After we have completed the contract, we retain all of the data except for the payment details or bank information of our customers. We consider that this is necessary in the legitimate interests of our business and also in the legitimate interests of our customers as we maintain records of the work done and particularly when servicing of customer's systems is due, or warranties expire in order that we may contact them to inform them.

(3) If you are a visitor to our website, the cookies on our website automatically retain information. This is necessary in the legitimate interests of our business but also in your legitimate interests to help assist you in using our website and ensure that if you return to use the website your experience is enhanced. Please refer to the Cookie Policy on our website for further information about this.

## **Where we hold your information**

We will only use the information you have given or that we have taken from you for the purpose it was obtained as set out above. Your information is retained electronically on our computer systems and in our computer files.

We will not disclose your information to anyone else nor transfer your data outside the European Union. However, please note that our computer network is controlled by our IT providers and your information will therefore be shared with them.

## **Accuracy of Data**

We have a legal obligation to keep your data relevant, accurate and up to date, and secure and we will endeavour to do so. We ask that you inform us at any time if you believe the Data we may hold about you is out of date in order that we can ensure that we are able to comply with this obligation.

How long we keep your data

This depends upon the reason that we hold your information.

(1) We will delete any details relating to payment or bank details as soon as the payment has been processed.

(2) We will retain all the other Data held on our database relating to customers indefinitely although we will regularly review this data and if we have not had any contact with any customer for three years will delete the data.

(3) Information we take when visiting our website by the use of Cookies is retained indefinitely although further information can be found in our Cookie policy on our website.

## **Your rights**

You are entitled to receive confirmation from us that we are processing your data, what that data is, and also to obtain copies of the data.

You are also entitled to ensure that your data is correct and ask for it to be rectified if it is not.

In addition, you have the right to object to our processing your data where we are doing so in the legitimate interests of our business or your legitimate interests and ask that it be deleted.

If you would like to exercise any of these rights then please email Phillip Mallinson at [office@mallinsonplumbers.co.uk](mailto:office@mallinsonplumbers.co.uk) or write to him at our registered office address given at the top of this Notice.

If you have any cause for complaint, or do not believe that we are processing your data in line with our obligations, then you may contact the Information Commissioner's Office whose details can be found at [www.ico.org.uk](http://www.ico.org.uk) or seek legal advice.