

## **Privacy Notice**

### **Identity and contact details of the Data Controller**

Adrip Plumbing Ltd (*Adrip*), registered in England No. 08376885, is a controller of personal information for the purposes of the General Data Protection Regulations 2018 (GDPR). The contact details for data protection purposes are:

56 Tinkle Street, Grimoldby, Louth, Lincolnshire LN11 8SZ

01507 328838

[enquiries@adrippumbing.co.uk](mailto:enquiries@adrippumbing.co.uk)

The Data Protection Officer is Javon Howes (Director) and can be contacted at the above.

### **Purpose of this Privacy Notice**

This Privacy Notice informs you of what to expect when the Adrip processes your personal information, the purpose for processing the data, and the legal basis.

Adrip needs to collect, process and store personal information about you in order to operate as Plumbing and Heating Engineers, as a Gas Safe Registered company (No.551653), and being VAT registered GB187630872.

### **Legal Basis for Processing Personal Information**

Adrip will always endeavour to obtain your consent to process your personal information. If Adrip is unable to gain your consent there are may remain other reasons for processing your personal information under the GDPR, which includes:

- (a) Legitimate interests – Where it is in our legitimate business interests as a Gas Safe and VAT registered company;
- (b) Legal obligation – Where there is a legal obligation, or an obligation under a contract / agreement or warranty to process information; and
- (c) Vital interests – Where the Adrip needs to protect the vital interests of you or another person.

### **Information we may hold about you and how we use it**

The information we hold on our records relates to your relationship with Adrip. The information Adrip holds will generally be provided by you on application / instruction to undertake work, or provide quotations or information, or during communications with you.

### **How is your personal information managed?**

Adrip processes your personal information in accordance with the principles of the General Data Protection Regulation 2018 and is treated lawfully, fairly and in a transparent manner ensuring information is:

- (a) Processed only for the specified purpose;
- (b) Kept up to date, accurate and relevant. (*Please inform Adrip of any changes in your personal information*);
- (c) Not kept for longer than is necessary; and
- (d) Kept secure.

### **How long will Adrip store your personal information?**

Adrip will only hold your personal information during its relationship with you and for a set period thereafter to allow Adrip to meet its legal obligations, including resolving any issues following the completion of work.

### **Who will Adrip share your personal data with?**

There may be times when Adrip will be required to share your personal information with a third party such as Gas Safe to enable them to contact you to arrange for checks and surveys we have undertaken, or other third parties where Adrip is legally required to do so.

### **How to access your personal information**

Individuals have the following rights under the General Data Protection Regulation 2018:

- (a) Right of access – You can ask Adrip what personal information we hold about you and request a copy of the information. This request needs to be made in writing and Adrip will provide this to you within one calendar month;
- (b) Right to rectification – If Adrip holds incorrect data please contact us to let us know;
- (c) Right to erasure – You have the right to ask for your personal information to be deleted where:
  1. The personal data is no longer necessary for the purpose which it was originally collected or processed;
  2. You withdraw consent;
  3. You object to the processing and there is no overriding legitimate interest for Adrip to continue the processing;
  4. Where the information was unlawfully processed; and
  5. The personal information has to be erased in order to comply with a legal obligation.

(d) Right to restrict processing – You can request for Adrip to stop processing your information. When processing is restricted, Adrip is permitted to store the data but not use it; and

(e) Right to data portability – This allows you to obtain and reuse your personal data for your own purposes. It allows you to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way. The right only applies to personal data you have provided to us with your consent, or for the performance of a contract.

### **Data Protection Complaints**

If you are not satisfied with the way Adrip is processing your personal information please let us know using the contact details above.

You also have the right to contact the Information Commissioner, who regulates compliance with Data Protection Regulation and laws at:

[www.ico.org.uk](http://www.ico.org.uk)

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilslow  
Cheshire  
SK9 5AF

0303 123 1113