

Adrip Plumbing Ltd Privacy Policy November 2022

1. Our contact details

Name: Adrip Plumbing Ltd

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

Phone Number:01507 328838

E-mail: info@adriplumbing.co.uk & enquiries@adriplumbing.co.uk

www.adriplumbing.co.uk

2. The type of personal information we collect

We currently collect and process the following information:

- Personal customer identifiers: name, home address, telephone numbers, email addresses; and
- Customer financial information: bank account numbers and sort codes where invoices have been paid by cheque; and
- Employee Information: name, date of birth, home address, telephone numbers, email addresses, bank account numbers and sort codes, training, experience and performance information.

3. How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To undertake work at your request; and
- To take payment for work completed.

We use the information that you have given us in order to provide a record of work and maintenance undertaken at your home. The information is also used for reminders of regular servicing / warranty requirements. We may share this information with manufacturers (such as Baxi and Ideal) of appliances and equipment for warranty and service reminder purposes.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us on 01507 328838 or by email at enquiries@adriplumbing.co.uk;

(b) We have a contractual obligation; and

(c) We have a legal obligation, particularly relating to health and safety in respect of Gas and Water Regulations.

4. How we store your personal information

Your information is securely stored.

We keep your personal information detailed in 2 above electronically on Sage Accounting and Gas Engineer Software for 12 years or until you request that it be deleted. Bank account information is held on 'Supplementary Listing Cheques Deposited' forms provided to The cooperative bank. We will then dispose your information by deleting electronic information and shredding hard copies.

4. Your data protection rights - Under data protection law, you have rights including:

- a. **Your right of access** - You have the right to ask us for copies of your personal information;
- b. **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete;
- c. **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances;
- d. **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances;
- e. **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances; and
- f. **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us on 01507 328838 or by email at enquiries@adriplumbing.co.uk if you wish to make a request.

5. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us on 01507 328838 or by email at enquiries@adriplumbing.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>