

# **NICK BRACEY**

## ***Plumbing & Heating Services***

52 Parkside Avenue, Winterbourne, Bristol. BS36 1LX

Tel: 01454 774649

### **PRIVACY STATEMENT 2018**

In order to comply with general data protection law, the personal information we hold about you must be;

- used lawfully, fairly and in a transparent way
- collected only for valid purposes that we have clearly explained to you
- relevant and limited to those purposes
- accurate and kept up to date
- kept securely and only for as long as necessary

#### **What we collect**

We will ask you for your name, contact details including demographic information such as postcode, telephone number(s), e mail address and other information relevant to the work you want us to consult on.

#### **Why?**

Name	identifies you for record keeping purposes
Address	to send you quotations, invoices, service reminders, warranty/guarantee paperwork, safety notices and landlord certificates as applicable
Tel No.	to contact you regarding appointments
E Mail	to contact you regarding appointments or send quotations, invoices and service reminders.

#### **What do we do with it?**

- store all hard copies of quotations, invoices, boiler registrations, safety notices and landlords certificates securely for reference by myself and my partner only
- enter appointment details onto our password protected computer/mobile devices
- use the information to appropriately register any warranties/guarantees.

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have implemented strong physical, electronic and managerial procedures to safeguard the information we collect.

We DO NOT sell or distribute your personal information to third parties.

### **Use of Cookies**

Our website uses cookies to better the experience of users. As required by legislation, where applicable this website uses a cookie control system, allowing the user to give explicit permission or deny the use of/save cookies on their computer/mobile device.

### **Data Retention**

We will only retain personal information for as long as necessary to fulfil the purposes we collected it for. This includes for the purposes of satisfying any legal, accounting or reporting requirements.

### **Right to withdraw consent**

If you want to review, verify, correct or request erasure of your personal information please let us know in writing. We have appointed Mrs E Bracey as our Data Protection Officer to oversee compliance with this privacy notice.