

Privacy Notice

As a valued customer of Horsfall & Son Plumbing Services we want to be open with you about what data we collect and are committed to protecting and respecting your privacy.

This Notice/Policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. We take your privacy seriously and will only use your personal information to administer your account and to provide the services and products you have requested from us.

Below are details of what information we collect from you, what we do with it and who might be shared with.

What information do we collect from you?

We obtain personal information from you when you contact us, you voluntarily provide us with information about yourself, such as the following:

- Name and address
- Contact information, including telephone numbers and email address
- Company information – for business users only

If you do provide personal information, we will assume that you have read this Notice and have consented to us using your personal information in the ways described within this Notice.

Why do we collect this information?

We collect this information in order to carry out our obligations to you in order to provide you with the services and products that you have requested from us and to meet your requirements.

Who might we share your information with?

We do not share personal information with companies, organisations and individuals outside of Horsfall & Son Plumbing Services unless the following circumstances applies:

Your personal information may be used by us, our employees and sub-contractors and suppliers, in order to obtain and deliver materials/components in order to undertake and complete services; repairs and installations associated with your appliances from which you have requested from us.

What do we do with your information?

Your information is retained on our Database. We will use the information:

- When you contact us as you require our services.
- Provide us with a history of works completed at your property, which may assist in any further works you request from us.

How long do we keep hold of your information?

The length of time that we will store your data will depend on the 'legal basis' for why we are using that data, as follows:

Legal basis; where we use/store your data because it is necessary for the performance of the contract between you and us.

Length of time; the information which is held on our database is held indefinitely, or until such a time as you contact us to request your information/details are removed from our database.

Where we use/store data because it is necessary for our legitimate business interests; We will use/store your data until you ask us to stop. However, if we can demonstrate the reason why we are using/storing your data overrides your interests, rights and freedoms, then we will continue to use and store your data for long as it is necessary for the performance of the contract between you and us (or if earlier, we no longer have a legitimate interest in using/storing your data).

How can I access the information you hold about me?

The Data Protection Act 1998 and GDPR gives you the right to access information held about you. You have the right to ask for a copy of the personal information held about you. You also have the right to ask for inaccuracies in information to be corrected. A copy of the information held about you by us can be requested in writing.

How we will use the information about you?

We collect information about you to process your service/repair/installation request and manage your account. It may be shared with a third party in order for the delivery of materials e.g., name and address details.

To contact you in response to a specific enquiry or to organise an appointment.

If you request our services via our website/email.

We will not share your information for marketing purposes with other companies.

Information Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.

We work hard to protect the information that we hold on Horsfall & Son Plumbing Services customers

We restrict access to our database to Horsfall & Son Plumbing Services employees.

Links to other websites

Any links to other websites are provided solely as pointers/websites of interest or companies for which we are affiliated or members. Once you leave our website you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Policy Changes

Any changes we make to this policy/notice in the future will be posted on our website.

Contact details:

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