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ACLJ PLUMBING & HEATING - PRIVACY POLICY

ACLJ Plumbing & Heating takes the privacy of our customers very seriously and we will always process your information responsibly.

We have updated our data processing procedures to ensure that we are compliant with GDPR, the General Data Protection Regulation, which comes into force on May 25th 2018. More information on data privacy and the GDPR can be found on the website for the Information Commissioners Office: <https://ico.org.uk/for-the-public/>

How we use your information

This privacy policy tells you what to expect when we collect personal information. It applies to information we collect about:

- People who visit our website
- People who make enquiries about our services
- People to whom we submit a quotation or estimate
- People who use our services (Customers) either annually/regularly or as a one off

Lawful basis for processing

Any use of personal data by ACLJ must be justified using at least one of the six lawful bases for processing and this will be specifically documented. The lawful bases for processing are set out in Article 6 of the GDPR. At least one of these must apply whenever we process personal data:

- Consent
- Contract
- Legal obligation
- Vital interest
- Public task
- Legitimate interests

Customer information

The personal information of:

a) current customers; and

b) prospective customers (i.e. individuals who have enquired about our services via telephone, our website or by email, or to whom we have submitted a quote)

is stored securely in a password protected system and only kept for as long as is necessary (in line with our retention schedule)

People who email us

We use a password protected email account to send and receive emails. We monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law. We will keep any personal information contained in these email files securely and in line with our retention schedule.

WordPress

We use a third party service, WordPress.com, to maintain and publish our website. This site is hosted at WordPress.com, which is run by Automattic Inc. We use a standard WordPress service to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it. For more information about how WordPress processes data, please see [Automattic's privacy notice](#).

Access to your personal information

If you would like further information about personal data that we may hold for you, you can make a 'subject access request' in writing to:

ACLJ Plumbing & Heating
57 Spindler Close
Kesgrave
Suffolk
IP5 2DA

Or by email to info@aclj-plumbing.co.uk

If we do hold information about you we will, within the guidelines of the GDPR:

Give you a description of it, tell you why we are holding it, let you have a copy of the information in an intelligible form, correct any errors that you may wish us to correct in order that it is kept up to date and delete it from our records if you should wish us to do so.

Sharing of information with third parties

ACLJ Plumbing & Heating will never share the personal information of our customers with third parties unless it is:

1. **Legally required** (for example - the registration of gas appliances that we have installed or serviced or the declaring of a gas appliance that we have instected as unsafe (information will be shared with Gas Safe Register <https://www.gassaferegister.co.uk/>.)
2. **Necessary to validate the warranty / guarantee** of a new appliance that we have installed with the manufacturer (information will be shared with the manufacturer: e.g. Baxi, Vaillant, Aday)

3. **Required for the delivery of goods by a merchant to your address** (information will be shared with the merchant e.g. Plumbcentre, Plumbcity)

Changes to this privacy notice We keep our privacy notice under regular review. This privacy notice was last updated on 21st May 2018.

How to contact us

If you want to request information about our privacy policy you can email info@aclj-plumbing.co.uk or write to us at the address above.