

# **TWS Plumbing and Heating Ltd**

## **Privacy Policy**

We wanted to let you know at TWS Plumbing & Heating Ltd we respect your privacy and are committed to processing personal information about our customers in ways that comply with our legal obligations as well as being clear with our customers about what we do with their personal information.

### **1. The Data We Collect About You**

We collect a range of Identity data relating to you including first name, last name, address, email address, telephone number and any other personal information that you choose to provide to us when you contact us via email or otherwise make contact with us.

### **2. How We Use Your Personal Information**

To maintain our relationship with you whilst you are a customer, for quotation, invoicing, and communication purposes.

### **3. Marketing**

We may use your information for direct marketing purposes for our own services only. We will never sell your data to third parties. You can opt out of receiving direct marketing at any time by emailing us at [info@twsplumbingheating.co.uk](mailto:info@twsplumbingheating.co.uk).

### **4. How We Share Your Personal Information**

We may be required to share your personal information directly associated with our work, such as works notifications to specific bodies or Government agencies i.e. Gas Safe. Our website may include links to third party websites or applications. By clicking these links, you made be enabling these companies to collect or share your data. We have no control over these websites and are not responsible for their privacy policies.

### **5. How Long We Keep Your Personal Information**

We retain your personal information for no longer than is necessary for the purposes for which the personal information is collected. When determining the relevant retention periods, we will take into account factors including:

legal obligation(s) under applicable law to retain data for a certain period of time;  
guidelines issued by relevant data protection authorities.

Otherwise, we securely erase your information once this is no longer needed.

### **6. Security**

We use reasonable security methods to protect the personal information that we process. We have removed the contact us page from our website to ensure no information is transferred. Information passed to us via email is stored on a cloud based system. Whilst we take appropriate technical and organisational measures to safeguard the personal information that you provide to us, no transmission over the Internet can be guaranteed to be secure. Consequently, please note that we cannot guarantee the security of any personal information that you transfer to us over the Internet.

### **7. Do We Use Cookies?**

Yes, Cookies are small files that a site or its service provider transfers to your computer's

hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognise your browser and capture and remember certain information. For instance, we use cookies to help us understand your current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experience. If you do not wish to receive cookies from us, you can turn cookies off on your web browser: please follow your browser provider's instruction in order to do so. Unfortunately, we cannot accept liability for any malfunctioning of your device or its installed web browser as a result of any attempt to turn off cookies.