

**KD PLUMBING & HEATING****3 VIEWFIELD, LURGAN, CO. ARMAGH, BT67 9FA****Mobile: 07885756898 Telephone: (028) 38326085 Email: [kierandowney@hotmail.co.uk](mailto:kierandowney@hotmail.co.uk)****KD PLUMBING & HEATING ICO REF NO: ZA116168****DATA PRIVACY POLICY****1. About this Policy**

1.1. This policy explains when and why we collect personal information about our customers and how we use it and how we keep it secure and your rights in relation to it. KD Plumbing & Heating is committed to protecting your data and ensuring your right to privacy is upheld

1.2. We may collect, use, and store your personal data, as described in this Data Privacy Policy, and as described when we collect data from you.

1.3. We reserve the right to amend this Data Privacy Policy from time to time without prior notice.

1.4. We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner ([www.ico.gov.uk](http://www.ico.gov.uk)). For the purposes of the GDPR, we will be the “controller” of all personal data we hold about you.

**2. Who are we?**

2.1. We are KD Plumbing and Heating. We can be contacted at 3 Viewfield, Lurgan, Co. Armagh, BT67 9FA or by email [kierandowney@hotmail.co.uk](mailto:kierandowney@hotmail.co.uk) or by telephone on (028) 38326085

**3. What information we collect and why.**

Type of Information	Purposes	Legal basis of processing
The customer's name, address, telephone numbers, e-mail address(es).	Knowing the details of the customer, warranty, gas safe we must save data for 6 years and for HMRC	For the purposes of our legitimate interests in running the business.
The customers make and model of boiler and serial number, any extras etc	Managing breakdowns and repairs	For the purposes of our office staff to be able to help the customer in circumstances such as a boiler breaking down.
The customers email address(es)	Sending regular communications to customers about appointments.	Consent: We will seek the customers consent on when doing an install and the Member may withdraw their consent at any

		time by contacting us by e-mail, letter, or phone
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#### **4. How we protect your personal data**

- 4.1. We will not transfer your personal data outside the EU without your consent.
- 4.2. We have implemented generally accepted standards of technology and operational security to protect personal data from loss, misuse, or unauthorised alteration or destruction.
- 4.3. Please note however that where you are transmitting information to us over the internet this can never be guaranteed to be 100% secure.
- 4.4. We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

#### **5. Who else has access to the information you provide us?**

- 5.1. We will never sell your personal data. We will not share your personal data with any third parties without your prior consent (which you are free to withhold) except where required to do so by law. Your details may be transferred to third parties only with your consent for example Energy providers, credit reference agencies any other third party that you have asked us to consult with like a public body or legal representative.

#### **6. How long do we keep your information?**

- 6.1. We will hold your personal data on our systems for as long as you are a customer of ours and for as long afterwards as is necessary to comply with our legal obligations.

#### **7. Your rights**

You have rights under the GDPR:

- (a) to access your personal data
- (b) to be provided with information about how your personal data is processed
- (c) to have your personal data corrected
- (d) to have your personal data erased in certain circumstances
- (e) to object to or restrict how your personal data is processed
- (f) to have your personal data transferred to yourself or to another business in certain circumstances.

If you have any questions about KD Plumbing privacy notice, the data we hold on you or you would like to exercise your rights please do not hesitate to contact us. If you are unhappy with the way in which we process your personal information, allow us to attempt to resolve this by contacting Mandy Downey on 02838326085 or in writing to KD Plumbing & Heating 3 Viewfield Lurgan Co Armagh BT67 9FA.

## **KD Plumbing & Heating**

*Domestic - Industrial - Maintenance - Servicing*

## **KD Gas**

Domestic - Industrial - Testing - installation

If you remain unsatisfied you have the right to take any complaints to the Information Commissioner:

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

<https://ico.org.uk/concerns/>

Helpline number: 0303 123 1113