

Privacy Policy

Data Controller: Darren Murphy

DMC Plumbing & Heating Services Ltd

trading as **DMC Plumbing & Heating Services Ltd**

registered at **Belfry House, Bell Lane,**

Hertford,

Hertfordshire,

England,

SG14 1BP

("we," "our," or "us")

We are committed to protecting your privacy and always ensuring the security of your personal information. Our Privacy Policy explains how we collect, use, and safeguard your data.

Type Of Information We Collect

We typically collect the following types of information:

- **Personal Information:** This includes your name, address, contact details, email address, and any other information you voluntarily provide when contacting us, requesting services, placing orders, or filling out forms/contact information on our website
- **Usage Information:** We may also collect non-personal information about your use of our website and services, including IP addresses, browser type, and device information

How we receive information about you

We receive your Personal Information from various sources, this personal information we process is provided to us directly by you for one of the following reasons:

- When you voluntarily provide us your personal details in order to register on our Site
- When you use or access our Site in connection with your use of our services
- From third party providers, services and public registers (for example, traffic analytics vendors)
- From call tracking providers (recorded calls) via Media Hawk or Call Tracking Metrics (CTM)

Why We Collect Personal Information

We use the information that you have given us in order to provide our services to you the 'data subject' as follows:

- To respond to your enquiries or requests for quotations
- To schedule and deliver plumbing and heating services
- To issue job reports, invoices, and receipts
- To comply with gas safety or other regulatory documentation requirements
- To provide follow-up services such as reminders for maintenance or annual safety checks
- For customer support and aftercare

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- We have a contractual obligation
- We have a legal obligation
- We have a vital interest
- We need it to perform a public task

- We have a legitimate interest
- Consent

How We Process Your Information

We process the information collected for the following purposes:

- **Providing Services:** To provide services and communicate with you about your requests
- **Improving Our Services:** To analyse usage data and improve the range and quality of our services and our website
- **Marketing:** We may send you promotional materials, offers and updates about our services

Data Security

We take reasonable and responsible measures to protect your personal information from unauthorized access, disclosure, or alteration. However, please be aware that any method of transmission over the internet or electronic storage is not entirely secure.

Data Retention

We will retain your personal information for up to 10 years to provide our services, and as necessary to comply with our legal obligations, resolve disputes, and enforce our policies. We will then dispose your information by

- Deleting the data from our cloud-based system
- Ensuring backups are also cleared or securely overwritten

Under applicable regulations, we will keep records containing client personal data, account opening documents, communications, and anything else as required by applicable laws and regulations.

How we store your personal information

Your information is securely stored using:

- Gas Engineer Software (<https://gasengineersoftware.co.uk/>), an online platform used to manage customer records, job details, appointments, quotes, and invoicing. This platform uses secure cloud-based servers to protect your data.

Access to customer data is restricted to authorised personnel only and is protected by login credentials and two-factor authentication where available.

Sharing Your Information

We do not sell, trade, or rent your personal information to third parties. We may share your information with our trusted service providers who assist us in delivering our services, however they have an obligation to always maintain the confidentiality of your information.

We may share this information with:

- Subcontractors or engineers working on your job
- Software service providers like Gas Engineer Software (for quotes, invoices, and job management)
- Our accountant or bookkeeper (for invoicing and tax purposes)
- Call tracking platforms like Media Hawk or CTM

- Legal or regulatory authorities if required by law

Why we may share this information:

- To fulfil our contractual obligations to you
- To comply with legal or regulatory obligations
- To manage our operations effectively
- To provide accurate, reliable service and support

Your Choices

You can opt out of receiving marketing communications from us at any time by following the unsubscribe instructions provided in our emails.

Your Data Protection Rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at:

**Belfry House, Bell Lane,
Hertford,
Hertfordshire,
England,
SG14 1BP**

Changes to this Policy

We may update this Privacy Policy from time to time. Please check this page periodically for any changes. Your continued use of our services after any modifications indicates your acceptance of the updated policy.

Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, please contact us at:

DMC Plumbing & Heating Services Ltd
Office: **01992 303290**

Mobile: 07768 593904

Complaints

If you have any concerns about our use of your personal information, you can make a complaint to us at:

DMC Plumbing & Heating Services Ltd

Office: 01992 303290

Mobile: 07768 593904

If you are unhappy with how we have used your data or responded to your query, you can also complain to the Information Commissioner's Office (ICO) at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>