

Privacy Policy

1.0 Privacy and Data Protection

We believe we have a duty to respect the privacy and data protection rights of

- people who contact Midfield Plumbers Ltd
- people who use Midfield Plumbers Ltd website, midfieldplumbers.co.uk

We understand that any person communicating with us at Midfield Plumbers Ltd and visitors to midfieldplumbers.co.uk are entitled to know that their personal data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party.

Your data is only collected, processed and stored when absolutely necessary and in compliance with legislation. We will never sell, share, distribute or make public your personal information. You can read about your rights and our obligations to you regarding the processing and control of your personal data at knowyourprivacyrights.org

Any form of communication from us to you that relates to Midfield Plumbers Ltd includes a brief note of our privacy and data protection responsibilities and a link to this privacy policy. For example, any correspondence and emails will have a note to this effect, usually at the foot of the page. By replying to correspondence that refers to this privacy policy as well as using midfieldplumbers.co.uk you consent to this privacy policy.

A copy of this privacy policy is available to download as a pdf from the website:
<http://midfieldplumbers.co.uk/>

If you are unhappy with anything in the following policy statements you should leave the website and if you have been in contact with us at Midfield Plumbers Ltd you should contact us to discuss any of your confidential data we may have.

2.0 Privacy Policy Version 1.0

This privacy policy applies to Midfield Plumbers Ltd Plumbing & Heating Engineers and to the Midfield Plumbers Ltd website. It sets out the conditions under which we may process any information that we collect from you or that you provide to us. It covers information that could identify you – personal information – and information that could not.

3.0 Relevant Legislation

This policy covers the collection, processing and other use of personal data under the UK Data Protection Act, 1998 and the EU General Data Protection Regulation, 2018 (GDPR).

This privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, you should contact our Data Controller.

4.0 Owner and Data Controller of Website

The data controller of this website is John Taylor, co-owner/co-director of Midfield Plumbers Ltd. If you have any enquiry regarding the collection or processing of your data you should write to him by email in the first instance using this email address: info@midfieldplumbers.co.uk

5.0 The bases on which we process information about you

There are six possible bases for collecting and/or processing your personal information defined in the GDPR. We will usually use the basis of **contract** and the basis of **consent**. The remaining bases may also apply in certain circumstances.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data. If the basis changes then if required by law we will notify you of the change and of any new basis under which we have determined that we can continue to process your information.

You can find out more about the bases for legitimate use of personal data at this page: knowyourprivacyrights.org/legitimate-uses/

5.1 Information we process because we have a contractual obligation with you

When you buy a product or service from us or otherwise agree to our terms and conditions, a contract is formed between you and us. In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information. We may use it in order to:

- verify your identity for security purposes
- provide you with our services
- sell products to you
- provide you with suggestions and advice on services and products, and how to obtain the most from using our website.

We process this information on the basis that there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

5.2 Information we process with your consent

When you browse our website or ask us to provide you more information about our business, including our services and products, you provide your consent to us to process information that may be personal information. Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to the use of cookies.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. We may aggregate it in a general way and use it to provide class information, for example to monitor the performance of a particular page on our website. We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists. You may withdraw your consent at any time by instructing us at info@midfieldplumbers.co.uk However, if you do so, you may not be able to use our website or our services further.

5.3 Information we process for the purposes of legitimate interests

We may process information on the basis that there is a legitimate interest, either to you or to us, of doing so. Where we process your information on this basis, we do so after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would, in the round, consider it reasonable to do so.

For example, we may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of our business
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage business risk
- protecting your interests where we believe we have a duty to do so.

5.4 Information we process because we have a legal obligation

Sometimes, we must process your information in order to comply with a statutory obligation. For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order. This may include your personal information.

6.0 Complaining

When we receive a complaint, we record all the information you have given to us and use that information to resolve your complaint. If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is. We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

6.1 Complaints regarding content on our website

If you complain about any of the content on midfieldplumbers.co.uk, we will investigate your complaint. If we feel it is justified or if we believe the law requires us to do so, we will remove the content while we investigate. If we think your complaint is vexatious or without any basis, we shall not correspond with you about it.

7.0 Sending me a message

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need. We record your request and our reply in order to increase the efficiency of our business. We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high quality service.

8.0 Cookies

Our website uses cookies. They are placed by software that operates on the server, and by software operated by third parties whose services we use.

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Others last indefinitely. Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

When you first visit midfieldplumbers.co.uk, we ask you whether you wish us to use cookies. If you choose not to accept them, we shall not use them for your visit except to record that you have not consented to their use for any other purpose. If you choose not to use cookies or you prevent their use through your browser settings, you will not be able to use all the functionality of our website.

We use cookies to track how you use our website and to record your answers to the enquiry form on our site while you complete it. You can find more information about this website's use of cookies in our Cookie's Policy which you can download from our website.

9.0 Personal identifiers from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded. We record information such as your geographical location, your Internet service provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how the website performs in providing content to you. If combined with other information we know about you from previous visits, the data possibly could be used to identify you personally.

10.0 Access to your personal information

To obtain a copy of any information that is not provided on our website you may send us a request at info@midfieldplumbers.co.uk

After receiving the request, we will tell you when we expect to provide you with the information.

11.0 Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

11.1 Removal of your information

If you wish us to remove personally identifiable information from our website or from any business information resource we maintain, you may contact us at info@midfieldplumbers.co.uk

This may limit the service we can provide to you.

12.0 Use of our services and use of our website by children

We do not provide services or sell products for purchase by children, nor do we market to children. If you are under 18, you may use our website only with consent from a parent or guardian.

13.0 How you can complain

If you are not happy with this privacy policy or if you have any complaint then you should tell us by email. Our address is info@midfieldplumbers.co.uk

If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

14.0 Retention period for personal data

Except as otherwise mentioned in this privacy policy, we keep your personal information only for as long as required to:

- provide you with the services you have requested
- comply with other law, including for the period demanded by the tax authorities
- comply with our professional insurance policy
- comply with our professional association's recommendations
- support a claim or defence in court.

15.0 Privacy Policy links

- Contact us
info@midfieldplumbers.co.uk
- Know Your Privacy Rights
<http://www.knowyourprivacyrights.org/>
- UK Data Protection Act, 1998 (DPA)
<http://www.legislation.gov.uk/ukpga/1998/29/contents>
- EU General Data Protection Regulation, 2018 (GDPR)
<http://www.legislation.gov.uk/ukpga/1998/29/contents>
- Information Commissioner's Office (ICO)
<https://ico.org.uk>

16.0 Review of this privacy policy

We may update this privacy policy from time to time as necessary. The terms that apply to you are those posted here on the website on the day you use it. If you have any question regarding the privacy policy, please contact us by email in the first instance at this address:
info@midfieldplumbers.co.uk

16.1 Change log

1. 24/05/2019 – Version 1