

Privacy Policy

Your privacy is important to us

This notice informs you how we use the information you give us and how we protect your privacy. It also explains your rights under the UK Data Protection Act (update 2018) and the EU General Data Protection Regulations 2018. We abide by UK Law and our data protection regulator within the UK is the Information Commissioners Office (details below).

Collecting of and purpose for your information

We offer plumbing and related products and services for our clients. To provide such services, we may need to collect personal data such as name, address, phone and email details.

Your information may be used to introduce you to the services we offer, to help with ongoing administration, in pursuance of a contract, to contact you with any review or changes that are applicable, for our own business research and analysis and to let you know about information we feel is relevant.

Withholding of the required data may result in an insufficient service being provided.

We may obtain data from individual customers or from employer firms.

Sharing your data

We may share your personal data with the following organisations:

- Regulated bodies as required.
- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them.

We may verify your identity by searching publicly available records. We will not sell or share your information with any other third parties unless we have obtained additional consent from you.

Your rights regarding your data

- We will not hold your information for any longer than is necessary and as a maximum no longer than 5 years after you have terminated as a client of our firm unless there is a lawful basis for retention.
- Should your data be inaccurate we will rectify this without delay.
- Should you wish us to delete your data at any point, please contact the office as shown further below to make the request. This will be actioned unless there is a lawful basis for us to retain the information in which case you will be advised accordingly.
- Should you wish to transfer your data to another organisation, please contact the office as below and we will organise this for you.
- You can request access to your data at any time. We will provide you with a full copy within one month of your request.
- You can withdraw consent to us holding and processing your information at any time. Please contact the office as below should you wish to do this.
- We may provide you with updates and bulletins which are appropriate to your service on an ongoing basis. You can opt out of these should you wish to – contact us and advise us if you wish to.

Security

We have in place a full data protection policy. We take data security very seriously and have in place we feel the most secure options available to store and transfer your data securely. We can provide details on request.

Our contact details

Should you wish to contact us in relation to any issues within this notice, please contact: Kevin Topping, Data Protection Officer, Dempsey Heating Ltd, George Edwards Road, Fakenham Norfolk, NR21 8NL. Call 01328 862189 or email info@dempseyheating.com. Your enquiry will be responded to as promptly as possible.

Your right to complain

Should you wish to make a complaint in relation to data protection issues relating to our firm, you can contact us as above or you can contact our regulator as follows:

The Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

www.ico.org.uk

Consent

We are required under the Regulations to obtain your consent to our collection, processing, sharing and holding of your personal data. Please ensure you have read this notice fully and accept all that it contains. If you have any queries, please contact us directly. Please contact us should you not be able to read or understand this notice sufficiently.

Website use and cookie policy

Like most websites, our website uses cookies which are small text files that are placed on your browsing device when you visit websites.

We make no attempt to identify individual users through use of this website. Nor will we make any attempt to track or identify individual users, except where there is a reasonable suspicion that unauthorised access to systems is being attempted or abusive content is being left within our site. We will not give information about you to anyone except for law enforcement agencies involved in fraud prevention and detection if we have a duty to do so.

Cookies are used for a number of reasons:

- Logging in and out of the website and to remember your associated settings
- Allowing you to share pages with social networks like Facebook
- Letting us know about any problems with the website
- Helping us to understand how people use our website

We do not use cookies to:

- Collect any personally identifiable or sensitive information
- Pass personally identifiable or sensitive data to any third parties

Cookies are classified as two types:

- Essential – required for the website to run, used for logins and necessary functions
- Optional – can be opted in or out, mainly used for anonymous statistics

Any cookies that may be used by this website are used either solely on a per session basis or to maintain user preferences. Cookies are not shared with any third parties.

You can learn more about all the cookies we use below.

Your consent

Essential cookies are required for the website to operate properly. If your web browser is set to accept cookies we take this, and your continued use of our website, to mean that you understand how our site uses cookies and consent for that to happen. Should you wish to remove or not use cookies from our site please do so, however this may result in our website not functioning correctly for you.

We ask for your consent to use optional cookies and you are able to choose to accept them or decide not to. If you accept them, your consent can be withdrawn by following the link.

More about our Cookies

Essential Website Function Cookies

We use cookies to make our website work including:

- Logging in and out
- Displaying search results

You can set your browser to disallow these cookies but please note that our website may not function correctly if you choose to do so.

Third party functions

Our website includes functionality provided by third parties which may include, for example, embedded YouTube videos or social media sharing functions.

Disabling these cookies will likely break the functions offered by these third parties.

Optional anonymous visitor statistics cookies

We use cookies to report visitor statistics such as how many people have visited our website, what type of browser they are using, how long they spend on the site, and what pages they look at. This information does not contain any personal or sensitive information and is used solely for the purpose of making sure our website works properly.

Cookies used by this can be identified as:

__utma, __utmb, __utmc, __utmz : Google Analytics

We use Google Analytics to monitor traffic levels, search queries and visits to this website. Google Analytics stores IP address anonymously on its servers in the US, and neither we or Google associate your IP address with any personally identifiable information. These cookies enable Google to determine whether you are a return visitor to the site, and to track the pages that you visit during your session.

Turning cookies off

If you do not wish to allow cookies to be saved on to your device you can disable them by adjusting the settings in your web browser. Please refer to the Help files for your web browser for instructions. Please do bear in mind, however, that this will affect the functionality of the websites you visit.

Withdrawing your consent for optional cookies

You can withdraw your consent for optional cookies at any time by clicking the link provided. Please note that withdrawing consent may affect your browsing experience and may result in the website asking for your consent again.