

## **Privacy Policy**

### **1. About This Policy**

Neil Robertson Plumbing & Heating is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. This policy outlines how we aim to achieve this and includes the information collected when:

- You use our website ([www.neilrobertsonplumbing.co.uk](http://www.neilrobertsonplumbing.co.uk))
- You make enquiries via our website
- Someone is interested in working with us

By using our website, you therefore consent to the collection and use of your personal information by us as detailed in this Privacy Policy.

### **2. Definition of Personal Data**

Personal Data means any data that relates to an identifiable person who can be directly/indirectly identified from that data. In this case, it means personal data that you give to us via our site.

By providing your personal data, you agree that we can use your personal data in accordance with this policy.

Ensure you understand this policy in its entirety and take your time to read it.

### **3. Who Are We?**

Neil Robertson Plumbing & Heating is a company incorporated in England and Wales with registered number: 06461954.

Our registered office and main trading address is: 65 Greenway, Monkton Heathfield, Taunton, Somerset. TA2 8NQ

Our registered VAT number is: 586334121

### **4. How Do We Collect Information from You?**

We collect information from you:

- When you make a booking
- When you browse our website
- When you leave feedback or a review

## **5. What Type of Information is Collected from You?**

When you make a booking, you will be asked to submit personal information. We collect this information, so we can fulfil your booking and provide you with the best level of service.

When you make a booking, we collect information such as:

- Your name
- Your address
- Your telephone number
- Your email address (used for estimates, booking confirmation, and feedback emails)
- Your billing information taken for deposits, or holding credit card information for use in the case of cancellations
- Any comments/feedback you submit

## **6. How is Your Information Used?**

Our use of your personal data will always have a lawful basis, either because it is necessary to complete a booking, because you have consented to our use of your personal data (e.g. by subscribing to emails, SMS), or because it is in our legitimate interests.

We require the information outlined in the previous section to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- Sending you service emails (estimates, booking confirmation, feedback and service reminders)
- Improving our products and services

## **7. Who Has Access to Your Information?**

We employ a range of technologies to protect the information maintained on our systems from loss, misuse, unauthorised access or disclosure, alteration, or destruction. We will not sell,

distribute, or lease your personal information to third parties. Any personal information we request from you will be safeguarded under current legislation.

We will endeavour to take all reasonable care, in so far as it is possible to do so, to keep your information secure, but, in the absence of negligence on our part we cannot be held liable for any loss if a third party procures unauthorised access to any data we hold.

You may choose to restrict the collection or use of your personal information at any point. Please refer to the 'Your Choices' section of this Privacy Policy for details.

## **8. How and Where Do We Store Data?**

All information collected from users of this site is owned solely by us.

We only keep your personal data for as long as we have your permission to keep it, in order to use it as described in this Privacy Policy.

## **9. Your Choices**

You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it. We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

## **10. Changes to This Statement**

We will occasionally update this Privacy Policy to reflect company and customer feedback

## **11. Contact Information**

We welcome your comments regarding this Privacy Policy. If you believe that we have not adhered to this Privacy Policy, please contact us and we will aim to use commercially reasonable efforts to promptly determine and remedy the problem.

If you have a question or query in respect of the information collected on this website, please email us at: [info@neilrobertsonplumbing.co.uk](mailto:info@neilrobertsonplumbing.co.uk)

**[Download Our Privacy Policy](#)**

# Neil Robertson

Plumbing & Heating Ltd

Plumbing - Heating - Renewables

