



<b>Document Name</b>	<b>Privacy Notice</b>
<b>Version No.</b>	<b>V2.0</b>
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## Revision History

The below table provides the revision history for this document. Each revision has an associated date, issue number, and description of the changes and/or content. The document revisions appear in descending order, with the most-recent iteration appearing first in the table.

Date	Version	Description	Author
14/2/23	V1.0	Final copy	Jason Turner

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## Privacy Notice

Updated February 2023

Buston and Maughan Plumbing and Heating Ltd is fully committed to compliance with the requirements of the Data Protection Act 2018 and all other data protection legislation currently in force. The legislation applies to anyone processing personal data and sets out principles which should be followed and gives rights to those whose data is being processed.

This privacy notice tells you what to expect us to do with your personal information when you make contact with us or use our websites.

In this Privacy Notice we'll tell you:

- why we are able to process your information,
- what purpose we are processing it for,
- whether you have to provide it to us,
- how long we store it for,
- whether there are other recipients of your personal information,
- whether we intend to transfer it to another country, and
- whether we do automated decision-making or profiling.

Buston and Maughan Plumbing and Heating Ltd takes its responsibilities seriously and adheres to the Data Protection Principles as listed below.

When processing data we will ensure that it is:

- processed lawfully, fairly and in a transparent way,
- processed only for the purpose that the data was collected for,
- limited to what is necessary,
- accurate and kept up to date,
- kept for no longer than is necessary,
- kept safe and secure,
- only shared with other organisations who can demonstrate compliance with the regulations.

### Our contact details

There are many ways you can contact us, including via our contact us page on our website, post or email as follows:

**Name:** Buston and Maughan Plumbing and Heating Ltd

**Postal Address:** Unit 11, St Stephens Court, Low Willington, Co. Durham, DL15 0BF

**Website:** [www.bustonandmaughan.co.uk](http://www.bustonandmaughan.co.uk)

**Email:** [info@bustonandmaughan.com](mailto:info@bustonandmaughan.com)

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## Collecting and processing your personal data

### Our role

Buston and Maughan Plumbing and Heating Ltd can act as either a Data Controller or Data Processor dependant on the nature of your interaction with us. For example, if you go direct to our website and enquire about any of our services, we will act as a Data Controller. However, if your provider (e.g. Housing Association) is using our services and gives us your data to fulfil a request on their behalf, we act as a Data Processor.

### How we collect your data and the type of information we collect

When acting as a data controller we collect the following information from you directly:

- personal data such as your name and contact details (address, email address, telephone number)
- other personal identifiers such as IP Addresses, information about your internet connection, the equipment you use to access the website and usage details.

When acting as a data processor we collect the following information from your provider:

- personal data such as your name and contact details (address, email address, telephone number)

### The purpose for collecting and processing it

The data we collect and process is for one or more of the following reasons:

- When you use our website or to enquire about our services via our website,
- To contact you to gain access to your property and complete any agreed work,
- To provide plumbing and heating services to your home,
- To provide building and electrical services to your home,
- Update your provider systems that work has been completed at your property,
- For marketing purposes. Under the Privacy and Electronic Communications Regulations, we may send you marketing communications from us if (i) you made a purchase or asked for information from us about our goods or services or (ii) you agreed to receive marketing communications and in each case you have not opted out of receiving such communications since. Under these regulations, if you are a limited company, we may send you marketing emails without your consent. However you can still opt out of receiving marketing emails from us at any time.

You can withdraw your consent for marketing communications at any time by emailing us at [Info@bustonandmaughan.com](mailto:Info@bustonandmaughan.com).

Your data will not be used for automated decision-making or profiling other when used for analytical purposes. In such situations, the data is anonymised meaning you cannot be identified through this means.

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### **Lawful bases for processing**

In most cases, the lawful bases or reason(s) for processing your information is either in fulfilment of a contract consent, our legitimate interests or consent, for example:

- Where you send a query via our website requesting information about our products and services to help you decide whether to enter into a contract with us,
- In acceptance of our Terms and Conditions,
- When we complete work either on your behalf or on the behalf of your chosen provider,
- When you consent to receive marketing communications,
- For our legitimate interests to reply to communications sent to us, to keep records and to establish, pursue or defend legal claims.

### **How we store your information, where and for how long**

We are committed to ensuring that your data is secure. As such we have put in place appropriate technical and organisational measures to safeguard it. All data entered into our website by you is encrypted and securely stored in the UK and for the duration required to fulfil the request. All personal data is held for no longer than we deem necessary and is disposed of in a secure manner in accordance with our 'Data Retention and Destruction Policy'.

### **Third parties we share your data with**

We use third party organisations to provide elements of our services on our behalf. We have contracts in place with these organisations which means that they must comply with applicable legislation, and they cannot do anything with your personal information unless we have instructed them to do so. They will hold it securely for the purposes of and retain it for the period we instruct.

We will not share your information with any third parties for the purposes of direct marketing.

### **Data Subject Rights**

#### **Your data protection rights**

Under UK legislation, you have rights including:

1. Your right of access - You have the right to ask us for copies of your personal information.
2. Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
3. Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
4. Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.
5. Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.
6. Your right to data portability - You have the right to ask that we transfer the 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.

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Please contact us at: [Info@bustonandmaughan.com](mailto:Info@bustonandmaughan.com) if you wish to make a request.

**How to complain**

Should you not be entirely satisfied with any aspect of how we have used your data, you can also complain to the ICO at the following address:

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

Helpline number: 0303 123 1113

**Changes to our Privacy Notice**

Whenever we make any changes to our Privacy Notice and practices, we will inform you by posting an updated notice on this page and/or by sending you details of the update.

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<b>Publication Date</b>	January 2023	
<b>Prepared by</b>	Jason Turner	
<b>Approval</b> (Name & Organization)	Michael Buston, Director Buston and Maughan Plumbing and Heating Ltd	<b>Sign</b> 