

PRIVACY POLICY

In this privacy statement references to “we”, “us”, “our”, “the Company”, are references to “Wells Spa Plumbing & Heating”. We use the information from our customers and visitors to improve our services. We respect your privacy, and we take it very seriously, for more information on our privacy policy please see below. All our data is stored via our secure online database.

What Information Do We Collect?

Information is collected when you contact us via our Contact Form, email, text, telephone, and 3rd party companies where you have requested work. The type of information we may collect is as follows:

- Name
- Address
- Phone number
- Email address
- Payment and transaction data
- Details about your property and devices you might have, i.e. boiler, security systems, etc
- Emails and letters between each other

We may collect feedback from you regarding our services from our feedback forms or by using third party review collectors such as Google reviews, Trustpilot and other companies. If you do not wish to have your comments posted on our website, please indicate your desire not to be included.

We may also record all our phone conversations to help improve our services. By providing feedback, it helps us to develop and improve our services to clients.

Why do we collect this information and what do we use it for?

We use the information we collect to do the following:

- Provide quotations for work
- Surveying properties
- Work to be completed
- For contractors to work on our and your behalf

By collecting your information, it allows us to best cater to your needs and identify the services which you require, as well as collect feedback on the service you have received from our company.

Where do we store your data?

When we collect data from you, we store it in our secure online database which is only accessible to authorised personnel.

Who do we share your data with?

We will share your personal information with law enforcement agencies, fraud prevention agencies and regulatory bodies such as the FCA and HMRC when required to do so by law. We may engage the services of professional advisers such as compliance consultants, lawyers and accountants who may be given access to your personal information in order to provide their services to us as well as with our software provider for booking in jobs and appointments.

We may also share your data with carefully selected third parties in order to be able to provide you with our goods and services, for example but not limited to; carrying out surveys, supplying you with quotations, registering warranties, claiming grants on your behalf.

In the event that we are subject to a merger or acquisition in the future we may share your personal information with the organisation(s) that acquire or merge with our business and/or their professional advisers in the course of the acquisition or merger transaction and thereafter. In such circumstances the latter organisation will be required to use your personal information in the same ways described in this privacy policy.

How long will we keep your data?

How we keep your data is broken down into the following categories.

- Quotation of works which hasn't been accepted: If you have asked us to quote for work to be completed, we will collect any data required to produce your quotation. We will keep your quotation for a period of 5 years, if the requested works hasn't been accepted with the 5 years your quotation will be deleted.
- Quotation of works which has been accepted: Any work that has been accepted will be kept unless requested by the customer to be deleted. Keeping history of completed work will assist us and the customer obtaining and viewing any records which will assist on future works that could be completed at the customer's request.
- Completed work that didn't require a quotation to be submitted: We will keep the history of any work completed unless requested by the customer to be deleted. Example of work types are servicing, repairs, and other requests.

All phone calls are recorded and stored for 30 days, after this they are deleted, and we can't access them.

Cookies

Certain information about the user, such as IP addresses, navigation throughout our site, the software used, time spent and other similar information, may be stored on our servers in small data pieces known as "cookies," which may also be written to a user's computer system. These cookies will not specifically identify the User.

The information will be used internally for web site traffic analysis. However, we assume no responsibility for the security of this information. In addition, we also record your IP address, which is the Internet address of your computer, and information such as your browser type and operating system. This information helps us learn about the geographical distribution of our website visitors and the technology they use to access our site. This information is never connected with the personal information you supply to us if you register on our website.

We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: www.google.com/privacypolicy.html.

Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third-party cookies. For example, in Internet Explorer you can refuse all cookies by clicking "Tools", "Internet

Options”, “Privacy”, and selecting “Block all cookies” using the sliding selector. Blocking all cookies will, however, have a negative impact upon the usability of our website.

Security of 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 do not share the information we collect with any other organisations. We will endeavour to take all reasonable care, in so far as it is possible to do so, to keep all your details secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when enquiring.

Google Analytics

When someone visits any of our Sites we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Consent

Any permission, consents, or preferences you give us.

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.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by writing to us at Wells Renewables, The Cart Shed, The Estate Yard, Eridge Road, Eridge Green, East Sussex. TN3 9JR or by calling 01892 535800 or by emailing office@wellsrenewables.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

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

Helpline number: [0303 123 1113](tel:03031231113)

Changes to the Data Protection Notice

We reserve the right to change our security and data protection measures. In such cases, we will amend our data protection notice accordingly. Please, therefore, notice the current version of our data protection notice, as this is subject to changes.

Summary

Our Privacy Policy outlines how we treat your personal information, and forms part of the Terms and Conditions of this Site.

Further Details

For any further details about our privacy policy please e-mail us using the details below. Please note we reserve the right to change this Privacy Policy with any changes being posted onto this page.

Contact

If you have any questions about this privacy policy or our treatment of your personal information, please write to us by email to office@wells-spa.com or by letter to: Wells Spa Plumbing & Heating, The Joinery, The Estate Yard, Eridge Road, Eridge Green, East Sussex. TN3 9JR