

Privacy Policy

At our company ("we", "us", or "our"), we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you use our website and services. By accessing our website or engaging our services, you agree to the terms outlined in this policy.

1. Information We Collect

We may collect the following types of personal information:

- Name, address, phone number, and email address when you contact us or book a service.
- Payment details for processing transactions.
- Details about the plumbing services required and provided.
- Information about your device and browsing behavior when you use our website (e.g., IP address, browser type, and cookies).

2. How We Use Your Information

We use your personal information for the following purposes:

- To respond to your inquiries and provide the services you request.
- To process payments and manage invoices.
- To improve our website and services through analytics.
- To send important updates, including service confirmations or changes.
- To comply with legal obligations and resolve disputes.

3. Sharing Your Information

We do not sell, rent, or trade your personal information. However, we may share your information with trusted third parties in the following circumstances:

- With service providers who assist us in delivering our services (e.g., payment processors or subcontractors).
- To comply with legal requirements, such as court orders or regulatory obligations.
- To protect the rights, property, or safety of our company, our customers, or others.

4. Data Retention

We retain your personal information only as long as necessary to provide our services, comply with legal requirements, and resolve disputes. Once your information is no longer

needed, we securely delete or anonymize it.

5. Your Rights

Under the Data Protection Act 2018 and UK GDPR, you have the following rights:

- Access: You can request a copy of the personal information we hold about you.
- Rectification: You can ask us to correct inaccurate or incomplete information.
- Deletion: You can request that we delete your personal data, subject to legal obligations.
- Restriction: You can ask us to limit the processing of your personal information.
- Objection: You can object to the use of your personal information for certain purposes.

To exercise your rights, please contact us using our contact form.

6. Cookies and Website Tracking

Our website uses cookies to improve your browsing experience and provide analytics. You can manage your cookie preferences through your browser settings. For more details, see our Cookie Policy.

7. Data Security

We take appropriate technical and organizational measures to safeguard your personal information from unauthorized access, loss, or misuse. However, no system can guarantee complete security, and we encourage you to take precautions when sharing personal data online.

8. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. Changes will be posted on this page with an updated revision date. We encourage you to review this policy periodically to stay informed about how we protect your information.

If you have any questions or concerns about this Privacy Policy, please contact us using our contact page.