



Privacy Policy

1. Who are we?

We are **Speedy Plumbing and Heating** and can be contacted on the below contact details:

- **Email:** info@speedyplumbingandheating.com
- **Telephone:** +44 7507 993176
- **Address:** 27 Austin rise burton Latimer nn15 5zd

2. Our Data Protection Officer

Our data protection officer can be contacted on the below:

- **Contact Name:** Sukhi
- **Email:** info@speedyplumbingandheating.com
- **Telephone:** +44 7507 993176
- **Address:** 27 Austin rise burton Latimer nn15 5zd

3. Why do we collect and use your personal information?

- We collect and use your personal information in order for us to provide you with our Plumbing/Heating/Boiler repair and installation service.
- We use your personal information to send marketing communications to you by email about similar products and services.
- You can object to your personal information being used for marketing, and each email will include an unsubscribe link.

4. Lawful basis for handling your personal information

Under the General Data Protection Regulation (GDPR), we rely on the following lawful bases:

1. **Contract:** To take steps to fulfill your order and perform our obligations (e.g., delivering your order).
2. **Legal obligation:** To share information with law enforcement or regulatory bodies if required by law.
3. **Legitimate interests:** To send marketing communications, share information with third-party service providers, or in the event of a business merger or acquisition.

5. Who will we share your personal information with?

- We will share your personal information with **Novuna Personal Finance**.

- We may share information with law enforcement, fraud prevention agencies, and regulatory bodies such as the FCA and HMRC.
- We may engage professional advisers (lawyers, accountants, consultants) who will be bound by written confidentiality undertakings.
- In the event of a merger or acquisition, your information may be shared with the acquiring organization under the same privacy terms.

6. How long will we store your personal information?

- We store your personal information for up to six years after you cease to be a client to handle any potential complaints.
- For marketing purposes, we store your information until you exercise your right to object or unsubscribe.

7. Your Rights

You have the following rights regarding your personal information:

- **Right to access:** Request copies of the information we hold about you.
- **Right to rectification:** Request correction of inaccurate information.
- **Right to erasure:** Request deletion of your data once services are completed or cancelled.
- **Right to restrict processing:** Request limits on how we use your data.
- **Right to data portability:** Obtain your data in a compatible format like Excel or Word.
- **Right to withdraw consent:** Withdraw your consent at any time.