

This Privacy Policy explains how we use any **personal information** you provide to Rene Plumbing & Heating Ltd (“We/Us”) when you use our services and any contact you have with our office.

We respect your right to privacy and are committed to maintaining it. We only collect, store and process your personal information in accordance with the relevant laws and regulations.

By accessing, browsing or otherwise using our websites or using our services any way you confirm that you have read and understood this Privacy Policy. Please ensure you have read it carefully, and particularly the section detailing your rights in relation to the personal information that we collect about you.

What information we collect about you?

Personal information that we collect from you – this will depend upon the services you are using:

- Name and Title (company name)
- Home, Billing Address(es)
- Email Address(es) (home, mobile, work)
- Phone Number(s) (home, mobile, work)
- Purchase information
- Your comments, product reviews and responses on surveys you complete
- Appointment booking(s), and information given during an appointment
- Details of your interactions with our office
- Details of your appliances
- Quoting history

How we will use the information about you?

- To offer you customised service
- To provide you with tailored offers
- To remind you of annual services
- To audit our services, including to establish that a record sale was made
- To invite you to complete a survey or a review where you have purchased services. We may use third parties to send you these surveys.

- To monitor and improve the services.
- To send you marketing promotions, offers, competitions and events by email, post, phone and SMS.
- To administer any prize draws or competitions that you choose to enter.
- To process and manage your booking/appointment.
- To send you invoices, quotes and receipts accordingly.

How long we will store your information?

We'll hold on to your information for as long as you have your account with Us, or as long as is needed for us to be able to provide the relevant goods or services to you.

In some circumstances, such as to meet our legal or regulatory obligations, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions, we may hold on to your personal information after we've finished providing services to you.

Your rights over your information

You have many rights over your personal information and how it is used. The lines below set out the rights which are available to you and how to make use of those rights.

Please be aware that we will need to verify your identity before providing any personal data to you. We do this to protect your information. We may also ask you to provide us some additional voluntary information to help us process your request more efficiently.

- To be informed about what we do with your information.
- To access your information.
- To correct your information.
- To object to, or restrict, Us using your information.
- To delete your personal information (unless we have a reason to keep it).
- To stop direct marketing messages.
- to portability of your information.

Consent

Where We are using your personal information based on your express consent to this, you have the right to withdraw your consent at any time. To withdraw your consent please contact us at **info@reneplumbingandheating.co.uk**.

Marketing

If you have given us your contact details, we may use these (in accordance with any preferences you have expressed) to send you marketing messages by email, post, phone and social media to keep you aware of what we're up to and to help you see and find our products and services. This includes sending details of special offers, services (including our financial services) and promotions from Us.

As part of running our business, We have a legitimate interest to promote our products and services using marketing messages to existing customers of Rene Plumbing & Heating Ltd and/or those in a negotiation with us for a sale or service, unless you have asked us not to.

When we collect your personal data, We give you the opportunity to opt-out of receiving those marketing messages by asking you if you want to opt-out. We also have other ways you can stop marketing messages in the future, which we've set out below.

- Calling our office on 01234 880494.
- Emailing us to info@reneplumbingandheating.co.uk
- Sending us a letter to Rene Plumbing & Heating Ltd, 54 Waterloo Road, MK40 3PG Bedford.

If you are currently opted-out of our marketing, you can always choose to opt-in to receive our offers and reminders by using any of the contact methods set above.

Changes to our privacy policy

We may change this Privacy Policy from time to time, to reflect how we are processing your personal information. If we make significant changes, we will highlight the sections of the privacy policy that have been updated to allow you to review the changes.

This Privacy Policy was last updated on 22 May 2018.

How to contact Us

Please feel free to contact us if you have any questions about our Privacy Policy or the personal information we hold about you.

You can contact us by:

Email
info@reneplumbingandheating.co.uk

Telephone
01234 880494

Mail

Rene Plumbing & Heating Ltd
54 Waterloo Road
MK40 3PG Bedford
United Kingdom

Unless we've said otherwise in this Privacy Policy, Rene Plumbing & heating Ltd will be the "data controller" of your personal information. We determine the means and purposes for processing your personal information.

Rene Plumbing and Heating Ltd is a company registered in England and Wales (registration number 8098409) with registered office at 54 Waterloo Road, MK40 3PG Bedford.