Privacy Policy & UK GDPR Compliance Statement

Introduction

The **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018** govern how we collect, process, and protect personal data. These laws ensure that individuals have greater control over their personal information and that organisations handle data responsibly and transparently.

At **Christy Plumbing & Heating Ltd**, we are committed to safeguarding the personal information we process and to complying with all applicable data protection laws. This policy outlines our approach to data protection, the measures we have in place, and the rights you have regarding your personal data.

Our Commitment

Christy Plumbing & Heating Ltd is dedicated to ensuring the security and protection of the personal information we process. We have implemented a robust data protection framework that complies with the UK GDPR and the Data Protection Act 2018. Our commitment includes:

- Ensuring transparency in how we collect, use, and store personal data.
- Implementing technical and organisational measures to protect data from breaches, loss, or misuse.
- Regularly reviewing and updating our policies and procedures to maintain compliance.

How We Comply with UK Data Protection Laws

To meet our obligations under the UK GDPR and the Data Protection Act 2018, we have taken the following steps:

1. **Information Audit**
   We have conducted a company-wide audit to identify the personal data we hold, its source, how it is processed, and with whom it is shared.
2. **Policies and Procedures**
   We have updated our data protection policies and procedures to ensure they meet the standards of the UK GDPR. These include:

- **Data Protection Policy**: Outlines our approach to data protection, including accountability, governance, and privacy by design.
- **Data Retention and Erasure Policy**: Ensures we comply with the principles of data minimisation and storage limitation. We retain personal data only for as long as necessary and have procedures in place to securely delete data when it is no longer needed.
- **Data Breach Procedures**: We have robust measures to identify, assess, and report data breaches promptly to the relevant authorities and affected individuals, where required.
- **Subject Access Request (SAR) Procedures**: We respond to SARs within 30 days, providing individuals with access to their personal data free of charge.

3. **Legal Basis for Processing**
   We ensure that all processing activities have a valid legal basis under the UK GDPR, such as consent, contractual necessity, or legitimate interests. We maintain records of our processing activities as required by Article 30 of the UK GDPR.
4. **Privacy Notice**
   We provide clear and accessible information to individuals about how their data is used, their rights, and how to contact us. Our privacy notice is available on our website and provided to customers at the point of data collection.
5. **Consent Mechanisms**
   Where we rely on consent to process personal data, we ensure it is freely given, specific, informed, and unambiguous. Individuals can easily withdraw consent at any time.
6. **Data Security**
   We use technical measures such as firewalls, encryption, and secure storage to protect personal data. We also ensure that any third parties processing data on our behalf comply with UK GDPR requirements.
7. **Employee Training**
   We provide regular training to employees on data protection principles and practices to ensure ongoing compliance.

Data Subject Rights

Under the UK GDPR, you have the following rights regarding your personal data:

1. **Right to Access**: You can request a copy of the personal data we hold about you.
2. **Right to Rectification**: You can ask us to correct inaccurate or incomplete data.
3. **Right to Erasure**: You can request the deletion of your data where there is no compelling reason for us to retain it.
4. **Right to Restrict Processing**: You can ask us to restrict the processing of your data in certain circumstances.
5. **Right to Data Portability**: You can request a copy of your data in a structured, commonly used format.
6. **Right to Object**: You can object to the processing of your data, including for direct marketing purposes.
7. **Right to Withdraw Consent**: If we rely on consent to process your data, you can withdraw it at any time.
8. **Right to Complain**: You can lodge a complaint with the **Information Commissioner's Office (ICO)** if you believe we have not complied with data protection laws.

To exercise any of these rights, please contact our Data Protection Officer, Sarah Christy, at **01234 325620** or **info@christyplumbing.co.uk**.

How We Use Your Data

We collect and process personal data for the following purposes:

- To respond to enquiries and provide our services.
- To manage contracts, invoices, and payments.
- To maintain records of work carried out, including estimates, quotes, and warranties.
- To comply with legal and regulatory obligations, such as tax and building regulations.

We only collect the data necessary for these purposes and do not use it for direct marketing. Personal data is shared only with employees of Christy Plumbing & Heating Ltd and, where necessary, with third parties (e.g., for warranty registration or regulatory compliance).

Data Retention
We retain personal data for as long as necessary to fulfil the purposes for which it was collected, including legal, accounting, or regulatory requirements. Financial records, such as invoices and receipts, are retained for the period required by **HM Revenue & Customs (HMRC)**.

International Data Transfers
In some cases, your data may be transferred to or processed outside the UK. Where this occurs, we ensure that appropriate safeguards are in place to protect your data in accordance with UK GDPR requirements.

Contact Us
If you have any questions about this policy, your rights, or how we handle your personal data, please contact:
Sarah Christy
Data Protection Officer
Christy Plumbing & Heating Ltd
01234 325620
info@christyplumbing.co.uk
You can also contact the **Information Commissioner's Office (ICO)** if you have concerns about how we process your data. Visit ico.org.uk for more information.

Protecting Your Privacy
We are committed to protecting your privacy and ensuring that your personal data is handled responsibly. By engaging with our services, you agree to the terms outlined in this policy. If you no longer wish for us to hold your data, please contact us to request its erasure.

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