AM PLUMBING & HEATING

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Registered in England & Wales · Company no. 10809396 · VAT no. 378119079

Privacy Policy

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1. Who we are

AM PLUMBING & HEATING LTD (company number 10809396) of 662 High Road, N12 0NL is the controller of the personal information described here. This policy applies to customers and prospective customers, people at the properties where we work, website visitors, job applicants, suppliers, subcontractors and anyone who contacts us or makes a claim or complaint.

For privacy questions or requests, email info@amplumbing.uk or call +44 7838 628381.

2. What we collect and where it comes from

- **Contact details:** name, address, email, telephone number and preferred contact method.
- **Property and access details:** job address, access arrangements, who lives at or manages the property, and information about the existing systems.
- **Job and payment records:** quotations, invoices, payment status, job sheets, certificates, test and commissioning records, and notes.
- **Photographs and video:** images of the work and of the condition of the property and Existing Installation before, during and after the work. These may incidentally show people or personal belongings.
- **Communications:** emails, texts, messaging-app messages, call notes and any correspondence about a complaint, fault or claim.
- **Claims and incident information:** details of damage, incidents and insurer or solicitor correspondence, and health and safety incident records.
- **Recruitment information:** CVs, experience, qualifications, contact details and references.
- **Website technical data:** IP address and browser details processed by our hosting provider when you visit the site.

We get this information from you, from people acting for you (such as a landlord, managing agent, insurer or solicitor), from referees you give us, from other people at the property, and from public sources such as the Gas Safe Register and Companies House. We do not ask you for special category information (such as health or ethnicity). If you give us any, we use it only as needed to deal with your matter or a claim.

Our enquiry form prepares an email in your own email application. Nothing you type in it is sent to a form-processing server or saved in your browser by our website code. We receive it when you send the email. Your email provider handles that message under its own terms. We do not collect payment card details through this website.

If you give us another person's details (a tenant, a neighbour, a family member), please make sure they know and are happy for you to do so.

3. Why we use it and our legal basis

- **To respond to enquiries, quote, and carry out and manage the Work** (including scheduling, invoicing and payment): to take steps at your request before a contract, and to perform a contract.
- **To keep legally required records** (accounting and tax records, gas safety and commissioning records, Building Regulations and health and safety records): legal obligation.
- **To keep a record of our work, handle faults, complaints and aftercare, and to protect and run our business:** our legitimate interests in running a safe, accountable and properly documented business, balanced against your rights.
- **To notify, investigate, defend and settle claims, and deal with insurers, brokers, loss adjusters, solicitors and courts:** our legitimate interests in establishing, exercising or defending legal claims and meeting our insurance obligations. If special category information is involved incidentally, we rely on the legal claims condition in the UK GDPR.
- **To consider job applications:** steps at your request toward a contract, and our legitimate interests in recruiting staff.
- **To deal with suppliers and subcontractors:** performance of a contract and our legitimate interests.
- **Where we ask for your consent** (for example to publish photographs that identify you or your property): your consent, which you can withdraw at any time without affecting earlier use.

We do not make decisions about you using solely automated processes.

Marketing. We do not use the enquiry form to subscribe you to marketing. We do not send marketing emails or texts without your consent, or, for business or existing-customer contacts where the law allows, without an easy way to opt out each time. You can object to marketing at any time.

4. Who we share it with

- **Our insurers, insurance brokers and advisers**, loss adjusters and solicitors, where needed to notify, investigate, defend or settle a claim or to comply with our policy conditions. This can include claimants' insurers and solicitors where a claim is made.
- **Email, IT, accounting and software providers** and professional advisers who help us run the business.
- **Subcontractors, suppliers and manufacturers**, where needed to carry out the job or register a warranty.
- **Regulators and scheme operators**, such as the Gas Safe Register, building control or competent person schemes, the Health and Safety Executive and utilities, where required.
- **Banks and payment providers**, to take and reconcile payments.
- **Courts, tax authorities, the police and others** where the law requires or permits it.
- **Prospective buyers or successors** of the business, subject to confidentiality.

We do not sell personal information.

The website is hosted on GitHub Pages. GitHub may process technical request information such as IP addresses and browser details to deliver and secure the site. See the GitHub Privacy Statement. Messaging apps and email providers you use to contact us process your messages under their own

terms. Following an external link takes you to a separate service with its own privacy practices.

5. Transfers outside the UK

Some providers (including hosting, email and messaging services) may process information outside the UK. Where UK data protection law applies to a transfer we arrange, we make sure it is covered by an adequacy decision or other appropriate safeguard, such as approved standard contractual clauses. Contact us for details of the safeguards for your information.

6. How long we keep information

We keep information only as long as we need it for the purposes above. Our standard periods are:

- **Enquiries and quotations that do not become a job:** 12 months after our last contact.
- **Customer and job records** (quotes, invoices, job notes, photographs, certificates, test and commissioning records): 6 years after the Work is completed. We may keep core safety, test and commissioning records and related photographs for up to 15 years, because a claim about hidden or latent damage can be made many years after the Work.
- **Accounting and tax records:** at least 6 years from the end of the accounting period.
- **Claims, complaints and insurance files:** until the matter is finally resolved and for 6 years afterwards.
- **Health and safety incident records:** at least 3 years, and longer where a claim is possible.
- **Unsuccessful job applications:** 6 months after the recruitment decision, or longer if you agree to us keeping your details for future vacancies.
- **Website hosting logs:** held by GitHub under its own policies.

If a claim, complaint or dispute is notified or reasonably anticipated, we keep the relevant records until it is resolved, even if the period above has ended. After that we delete or anonymise information securely.

7. Keeping information secure

We use appropriate technical and organisational measures to protect personal information, such as access controls, password protection and secure storage. We only give access to people who need it. If a personal data breach occurs that is likely to result in a risk to you, we will notify you and the Information Commissioner's Office as the law requires.

8. Cookies and website storage

This website does not use analytics, advertising scripts, embedded maps or third-party fonts. Its code does not set cookies or use local storage to track visitors or keep enquiry details. The gallery filters and the mobile menu work in page memory only. Hosting services may process technical requests as described above, and external websites and your email application operate separately.

If we introduce analytics, tracking or any optional cookies, we will update this policy and ask for your consent first where the law requires it.

9. Your rights

Depending on the circumstances you can ask us to give you a copy of your information, correct it, erase it, restrict how we use it, or provide it in a portable format. You can object to processing based on our legitimate interests, and you have an absolute right to object to direct marketing. You can

withdraw consent at any time where we rely on it. These rights have conditions and exceptions: for example we may need to keep records required by law, or needed for a legal claim.

To make a request, contact info@amplumbing.uk. We may ask you to verify your identity. We will respond within one month, or tell you if we need up to two more months because the request is complex or you have made several requests. We do not normally charge a fee.

10. Children

Our website and services are not aimed at children under 18, and we do not knowingly collect their personal information, other than incidentally where they live at a property we work in.

11. Concerns and complaints

Please contact us first if you are unhappy about how we use your information, and we will acknowledge your complaint within 30 days and look into it. You can also complain to the UK Information Commissioner's Office: ico.org.uk/make-a-complaint.

12. Changes to this policy

We may update this policy when our website, services or legal obligations change. The date and version above identify the latest revision. Earlier versions are available on request.