

## Privacy Policy – D J & M Plumbing Services Limited

We have written this Privacy Policy to help you understand how D J & M Plumbing Services Limited may store and use your personal information.

D J & M Plumbing Services Limited reserve the right to add to or amend this Privacy Policy from time to time. Amendments will take effect when posted on the website. Unless otherwise stated, our current Privacy Policy applies to all the personal information we have about you.

### **Registering your details with D J & M Plumbing Services Limited**

#### **Correspondence**

If you contact us for any reason we may keep a record of that correspondence.

If you contact us we will use the details, you have given us as follows:

- to notify you of our services / costs
- to carry out our obligations arising from any contracts entered into between you and D J & M Plumbing Services Limited
- to provide you with relevant correspondence as and when appropriate

We will never pass on any of your information to any third parties and will ensure it's always kept safe.

We take appropriate measures to ensure that information we hold is accurate, up to date and kept only for so long as is necessary for the purposes for which it is used.

#### **Updating and accessing your personal information / Contacting us**

If you want to change or update your details at any time, you can do this by phoning / emailing us.

You have a right upon written request to have a copy of the personal information we hold about you.

Your details will be deleted if you have not been in contact with us for at least 24 months unless you have an outstanding debt with us or we need to keep invoices for accounting purposes.

You can contact us with any queries or requests concerning your personal information by phone / email. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose information to you.