

1st Response Heating & Plumbing Privacy Policy

The General Data Protection Regulation (GDPR)

The privacy policy will explain how our organization uses personal data we collect from you, and will not be passed onto any third parties.

What Data Do We Collect?

Personal identification information (Name, email address, home address, phone numbers.)

How Do We Use your Data?

The contact information you have supplied will be used by using the address details for sending out annual service reminders, the email or telephone number will be used to communicate with you in connection to the work required, and sending relevant documentation on completion.

How Do We Store Your Data?

Hard copies will be stored securely onsite in a locked filing cabinet, contact information will be stored on a secure password protected software

How Long will The Data Be Kept For?

Data will be kept for 6 years in accordance with business guidelines and if the customer has not used our services after this time the data will be destroyed

December 2021

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