



## ***Privacy Policy***

### ***TAP Plumbing LTD***

TAP Plumbing LTD is a domestic and commercial organisation providing all aspects of Plumbing & Heating.

This website is managed by TAP Plumbing LTD in the United Kingdom and in managing this website, TAP Plumbing LTD complies with the necessary UK & EU Data Protection Regulations and Laws. TAP Plumbing LTD is governed by the UK Information Commissioners Office (ICO), of which we are also paid members.

This policy covers the collection, processing and other use of personal data under the Data Protection Act 1998 (“DPA”) and the General Data Protection Regulations (“GDPR”). By using this website, you consent to our Privacy Policy.

The privacy of your personal data is of paramount importance to TAP Plumbing LTD. We will never sell, trade or rent your personal information to any third party and we will take the upmost care to protect your information. All personal information is held securely within password protected documents and accounts and may only be accessed by TAP Plumbing LTD staff members.

If you have any questions relating to this policy or the information we hold about you, please contact [info@tapsouthwest.co.uk](mailto:info@tapsouthwest.co.uk)

This policy explains how TAP Plumbing LTD collects and subsequently uses your information.

#### *How we collect your information:*

When you contact us through the contact form via the TAP Plumbing LTD website or share your information with staff members at TAP Plumbing LTD in order for requested work to be completed, we may request the following information:

- Full Name
- Home Address
- Contact Telephone Number
- Email Address
- Emergency Contact Details

We also use analytical and statistical tools which monitor details of your visits to our website and the resources you access, including, (but not limited to); traffic data; location data; weblogs and other communication data.

The above information will only be used as detailed below:

*How we use personal information:*

- To hold and process a Client's personal information in accordance with the DPA and GDPR.
- To ensure requested working locations can be accessed and work can be completed safely.
- Discussions within TAP Plumbing LTD, including (but not limited to), verbal communications and / or email communication with staff members, Suppliers, Contractors and other industry professionals.
- Discussions with Lawyers and other legal professionals (where applicable).
- HMRC reporting.
- To notify the Client of any changes within TAP Plumbing LTD and to communicate as necessary.
- Discussion between the Client and TAP Plumbing LTD providing information on the Services provided.

We are required by Law to hold certain types of information to fulfil statutory obligations; we review our retention periods on a regular basis. TAP Plumbing LTD will hold a Client's personal information for the period in which the Client is involved with TAP Plumbing LTD and for a period of time following completion of the requested work.

*Who can access my personal information?*

TAP Plumbing LTD may pass your information to third party providers (including, but not limited to); any password protected online management database systems which subsequently manages contact information, Sub-Contractors and other associated Organisations and Companies for the purposes of fulfilling our Services to the Client. However, when we use third party providers, we will only disclose essential information to enable the delivery of our Services.

TAP Plumbing LTD will never release personal information to non-work related third parties, unless specifically requested by the Client to do so, or unless we are required to do so by Law.

*Opting-out:*

You have the right to withdraw from any marketing emails from TAP Plumbing LTD at any point. If any newsletters are sent to Clients, there is an applicable 'unsubscribe' button for marketing of this nature.

If you have given us consent to use your data for a particular purpose you can revoke or vary that consent at any time.

You also have the right to request that we cease using your data or that we delete all personal data records we hold relating to you as the Client. You can exercise these rights at any time.

### *Updating your information:*

It is extremely important that we hold the most accurate and up-to-date information about the Client. If you make any changes to personal information, including a change of home address or email address, you must notify TAP Plumbing LTD as soon as possible.

You may request a copy of the information TAP Plumbing LTD holds about you at any time by emailing [info@tapsouthwest.co.uk](mailto:info@tapsouthwest.co.uk) or making the request in writing addressed to TAP Plumbing LTD (address available upon request).

### *How we protect your information:*

When you provide TAP Plumbing LTD with any personal information, we take every reasonable step to ensure that this is stored securely. Electronic copies of personal details are stored within password protected databases and documents and all devices upon which information is stored is encrypted and also, password protected.

### *Security:*

The transmission of information via the Internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

### *What are 'Cookies'?*

Many websites use 'cookies'. This is a small piece of information which is stored on your computer / laptop when you visit a website. This allows the website to recognise the user when you visit again on other occasions. Cookies do not allow us to identify you as an individual but can be used for analytical purposes. You can choose to disable Cookies by changing the relevant browser settings at any time.

### *Updates to our Privacy Policy:*

We may update these policies to reflect changes to the website. Please regularly review this Policy to ensure you are informed of how we are protecting your personal data.

Version Number: 1

Adopted on: 20<sup>th</sup> March 2025

Date: March 2025

By: Alicia Sandercock

Nex Review Date: 20<sup>th</sup> March 2026

Signature: *Alicia Sandercock*