



PRIVACY POLICY

Our contact details:

Name:	Alger Asker	Phone Number:	
Address:	11 Cragdale Rise	07584 550804	
	Knaresborough	E-mail:	
	HG5 0DU	info@agaplumbing.co.uk	

Date: 20/02/2024

1. WHO WE ARE

We are A.G.A Plumbing Ltd, a plumbing and heating company, registered in England under company number 13386056, with registered office address 11 Cragdale Rise, Knaresborough, HG5 0DU. This policy describes how we use your personal information.

We respect your privacy and value the trust you place in us when you share your personal information with us. This policy sets out how we, as Data Controller, collect, process, use and disclose your personal information, why we use it, with who we share it, the rights to which you may be entitled and your choices about our use of your personal information.

This policy covers our use of your personal information arising from your interaction with us, including but not limited to your use of our website. If you have any questions or need any further clarity, please get in touch via email to info@agaplumbing.co.uk or via post to A Asker at 11 Cragdale Rise, Knaresborough, HG5 0DU.

This policy (together with our terms of use and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

2. YOUR INFORMATION

Data Collection and Usage

Personal Data includes any data that can identify you as a person or be used in conjunction with other information to identify you. The type of personal data we will collect will depend upon the interaction that we have with you.

We comply with all applicable laws in relation to data protection and privacy, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

What we collect	Lawful basis for processing	How we use it
<p>a.</p> <p>We may process data enabling us to get in touch with you:</p> <p>Contact data:</p> <p>Your full name; Postal address; Email address; Phone Number and/or social media account identifiers</p>	<p>Contact.</p> <p>The source of the contact data is you</p>	<p>We use this information to:</p> <p>Provide our products and services</p> <p>Managing our relationship, communicating with you</p> <p>Manage and administer our services</p>
<p>b.</p> <p>We may process information contained in or relating to any communication that you send to us or that we send to you, through our website or via email, over the phone, through social media, including:</p> <p>Communication data</p> <p>Your contact details including: your name, address, email address and phone number (this may include your social media account if that's the way you communicate with us).</p> <p>The details of our messages to you.</p>	<p>Legitimate Interest.</p> <p>We use this information to deliver quality service.</p>	<p>We use this information to:</p> <p>Answer any issues or concerns</p> <p>Monitor customer communications for quality and training purposes, maintenance of relationships</p> <p>Improve our products and services</p> <p>The proper administration of our website, services and business</p> <p>Regulatory compliance</p>

<p>c.</p> <p>We may process your personal data for the purpose of creating and maintaining our databases, back-up copies of our databases and our business records generally:</p> <p>Record Keeping</p>	<p>Legitimate Interest</p> <p>Ensuring we have access to all the information we need.</p>	<p>We need to use this information to properly and efficiently run our business in accordance with this policy</p>
<p>d.</p> <p>We may process your personal data for the purposes of security and the prevention of fraud/criminal activity:</p> <p>Security</p>	<p>Legitimate Interest</p>	<p>Protection of our website, services and business, and the protection of others</p>
<p>e.</p> <p>We may process your personal data where necessary for the purpose of maintaining insurance coverage, managing risks and/or obtaining professional advice:</p> <p>Insurance and Risk Management</p>	<p>Legitimate Interest</p>	<p>The proper protection of our business against risks</p>
<p>f.</p> <p>We may process your personal data where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out of court procedure -</p>	<p>Legitimate Interest</p>	<p>The protection and assertion of our legal rights, your legal rights and the legal rights of others</p>
<p>g.</p> <p>We may also process your personal data where</p>	<p>Legal Obligation</p>	

such processing is necessary for compliance with a legal obligation to which we are subject or in order to protect your vital interests or the vital interest of another natural person		
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3. PROVIDING YOUR PERSONAL DATA TO OTHERS

3.1. In addition to the specific disclosures of personal data set out in this section, we may disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interest of another natural person. We may also disclose your personal data where such disclosure is necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative out of court procedure.

4. RETAINING AND DELETING PERSONAL DATA

- 4.1. This section sets out our data retention policies and procedures, which are designed to help ensure we comply with our legal obligations in relation to the retention and deletion of personal data.
- 4.2. Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- 4.3. We will retain your personal data as follows:
- 4.3.1. Contact data will be retained for a minimum period of 12 months following the date of the most recent contact between you and us, and for a maximum period of 12 months following that date;
 - 4.3.2. Communication data will be retained for a minimum period of 12 months following the date of the communication in question, and for a maximum period of 12 months following that date;
 - 4.3.3. Usage data will be retained for 12 months following the date of collection.
- 4.4. Notwithstanding the other provisions of this section (4), we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interest of another natural person.

5. YOUR RIGHTS

- 5.1. In this section (5), we have listed the rights that you have under data protection law.
- 5.2. Your principal rights under data protection law are:
- 5.2.1. *The right to access* – you can ask for copies of your personal data;
 - 5.2.2. *The right to rectification* – you can ask us to rectify inaccurate personal data and to complete incomplete personal data;
 - 5.2.3. *The right to erasure* – you can ask us to erase your personal data;
 - 5.2.4. *The right to restrict processing* – you can ask us to restrict the processing of your personal data;
 - 5.2.5. *The right to object to processing* – you can object to the processing of your personal data;
 - 5.2.6. *The right to data portability* – you can ask that we transfer your personal data to another organisation or to you;
 - 5.2.7. *The right to complain to a supervisory authority* – you can complain about our processing of your personal data;
 - 5.2.8. *The right to withdraw consent* – to the extent that the legal basis of our processing of your personal data is consent, you can withdraw that consent.
- 5.3. These rights are subject to certain limitations and exceptions. You can learn more about the right of data subjects by visiting <https://www.gov.uk/data-protection>
- 5.4. You may exercise any of your rights in relation to your personal data by written notice to us, using the contact details set out above.

6. ABOUT COOKIES

- 6.1. A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.
- 6.2. Cookies may be either 'persistent' cookies or 'session' cookies, a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; on the other hand, a session cookie will expire at the end of the user session, when the web browser is closed.
- 6.3. Cookies may not contain any information that personally identifies a user, but personal data that we store about you may be linked to the information stored in and obtained from the cookies.

7. COOKIES THAT WE USE

- 7.1. We use cookies for the following purposes:

- 7.1.1. *Analysis* – we use cookies to help us to analyse the use and performance of our website and services, and
- 7.1.2. *Cookie consent* – we use cookies to store your preferences in relation to the use of cookies more generally.

8. MANAGING COOKIES

- 8.1. Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up to date information about blocking and deleting cookies via the internet.
- 8.2. Blocking all cookies will have a negative impact on the usability of many websites.

9. AMENDMENTS

- 9.1. We may update this policy from time to time by publishing a new version on our website.
- 9.2. You should check this page occasionally to ensure you are happy with any changes to this policy.
- 9.3. We may notify you of significant changes to this policy by email.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Alger Asker at info@agaplumbing.co.uk, or by writing to Alger Asker, 11 Cragdale Rise, Knaresborough, HG5 0DB.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>