

Privacy Policy

Last Updated: 1 July 2026

At **LT Plumbing & Heating Ltd**, we are committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, store and protect your personal data when you use our website or contact us about our plumbing, heating and air conditioning services.

By using our website, you agree to the terms of this Privacy Policy.

Who We Are

LT Plumbing & Heating Ltd provides professional plumbing, heating, boiler and air conditioning services throughout Hertfordshire and the surrounding areas.

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us.

Telephone: 07471 789363

Email: ltplumbingandheating@outlook.com

What Information We Collect

We may collect and process the following information:

- Your name
- Telephone number
- Email address
- Property address
- Details about your enquiry
- Information submitted through our contact forms
- Any correspondence between you and us
- Website usage information collected through cookies and analytics

We only collect information that is necessary to provide our services or respond to your enquiries.

How We Use Your Information

We use your information to:

- Respond to enquiries
- Provide quotations
- Arrange appointments
- Deliver plumbing, heating and air conditioning services
- Communicate regarding ongoing work
- Send invoices where applicable
- Improve our website and customer experience
- Meet our legal obligations

We will never sell your personal information to third parties.

Lawful Basis for Processing

Under the UK General Data Protection Regulation (UK GDPR), we process your personal information because:

- You have requested a quotation or contacted us.
 - Processing is necessary to fulfil a contract.
 - We have a legitimate business interest in providing and improving our services.
 - We are required to comply with legal obligations.
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How We Store Your Information

We take appropriate security measures to protect your personal data from unauthorised access, loss or misuse.

Your information is stored securely and is only accessible by authorised personnel.

We retain your information only for as long as necessary to fulfil the purposes outlined in this Privacy Policy or to comply with legal obligations.

Sharing Your Information

We do not sell or rent your personal information.

We may share your information with trusted third parties only where necessary, including:

- Accountants
- Payment providers
- IT service providers

- Website hosting providers
- Government or regulatory authorities where legally required

Any third parties we work with are expected to keep your information secure and confidential.

Cookies

Our website may use cookies to improve your browsing experience and help us understand how visitors use our website.

Cookies may be used for:

- Website functionality
- Performance monitoring
- Visitor statistics
- Google Analytics (where applicable)

You can disable cookies through your browser settings if you prefer.

Google Analytics

Our website may use Google Analytics to collect anonymous information about website traffic and visitor behaviour.

This helps us improve our website and the services we provide.

Google Analytics does not identify individual users.

Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of your personal information where appropriate
- Object to certain types of processing
- Request restriction of processing
- Request transfer of your personal data
- Withdraw consent where consent has been given

If you wish to exercise any of these rights, please contact us.

Links to Other Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of external websites. We recommend reviewing their privacy policies before providing any personal information.

Data Security

We take reasonable technical and organisational measures to protect your information against unauthorised access, disclosure or misuse.

While we work hard to keep your information secure, no method of internet transmission is completely secure.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be published on this page with an updated revision date.

Contact Us

If you have any questions regarding this Privacy Policy or how your personal information is handled, please contact:

LT Plumbing & Heating Ltd

Telephone: 07471 789363

Email: ltplumbingandheating@outlook.com

If you are unhappy with how we handle your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Website: <https://ico.org.uk>

Telephone: 0303 123 1113

