

This policy describes how Logical heating and Plumbing Limited ("the Company"), Registered Address; Logic House, 4 Oak Grove Road, London SE20 7RQ, Vat Registration no. 117588196, Company Registration No 7707211 will use your personal data.

It also describes your data protection rights, including a right to object to some of the processing which we may carry out. More information about your rights, and how to exercise them, is set out in the "What rights do I have?" section of this policy.

References to " Logical Heating and Plumbing Limited", LHPS, "we" or "us" in this policy describes the Company.

### **Protecting Your Privacy**

Due to the new General Data Protection Regulation (GDPR), we're getting in touch with you about changes we are making to our privacy policy and the way we keep in touch with you. These changes mean that you now have more control over how your data is used, so please take a moment to read below which explains what data we collect, why we collect it, how we use it and who we share it with.

If you are happy to receive annual service reminders, special offers and promotions from us, then you don't need to do anything more and we will continue to send these to you. If you would prefer not to hear from us then please let us know and we will remove you from our databases.

### **What information do we collect?**

We collect and process personal data about you when you interact with us and register with us to receive our services. The personal data we collect which is provided by you and usually includes name, address, telephone number and email address.

Data is kept in the organisation's management systems and in other IT systems related to our organisation.

### **What information do we receive from third parties?**

Sometimes, we receive information about you from third parties. In particular:

Letting agents who have requested us to contact you;

Social Media Companies including Facebook, Twitter, Google+ when you interact with our brand through these platforms;

Previous or current landlords for the purpose of referencing;

Other agents/companies as and when required for purposes which will be disclosed.

### Why do we process Your Data?

As required by us to conduct our business and pursue our respective legitimate interests, in particular:

- Maintain accurate and up to date contact information
- Record contractual information
- Use information provided for the sole purpose of facilitating the provisions of service.
- Maintain details of the services you use.
- Make and receive payments in accordance with contacts and agreements
- Respond to and defend against legal claims.

### Withdrawing consent or otherwise objecting to direct marketing

Wherever we rely on your consent, you will always be able to withdraw that consent, although we may each have other legal grounds for processing your data for other purposes, such as those set out above. In some cases, we are able to send you direct marketing without your consent, where we rely on our respective legitimate interests. You have an absolute right to opt-out of direct marketing at any time. You can do this by following unsubscribe instructions contained in the communication, or by contacting us using the details set out below.

### Who will we share this data with, where and when?

We will share your personal data with companies for the purpose of providing a service to you and understanding your use of our products and services.

### Who Has Access to your Data

Data may be shared internally so that we can provide you with a complete service. Your data is shared with third parties in order to engage with them for specialist services required as per your contract. In these circumstances the data will be subject to confidentiality arrangements. We will never sell your data to a third party for the purposes of marketing.

### How long will you retain my data?

Where we process personal data in connection with performing a contract, we keep the data for 7 years from your last interaction with us.

Where we process registration data, we do this for as long as you are an active user of our sites and for 7 years after this.

Where we process personal data for marketing purposes or with your consent, we process the data until you ask us to stop and for a short period after this (to allow us to implement your requests). We also keep a record of the fact that you have asked us not to send you direct marketing or to process your data indefinitely so that we can respect your request in future.

### What rights do I have?

You have the right to ask us for a copy of your personal data; to correct, delete or restrict (stop any active) processing of your personal data; and to obtain the personal data you provide to us for a contract or with your consent in a structured, machine readable format, and to ask us to share (port) this data to another controller.

In addition, you can object to the processing of your personal data in some circumstances (in particular, where we don't have to process the data to meet a contractual or other legal requirement, or where we are using the data for direct marketing).

These rights may be limited, for example if fulfilling your request would reveal personal data about another person, or if you ask us to delete information which we are required by law to keep or have compelling legitimate interests in keeping.

To exercise any of these rights, you can get in touch with us using the details set out below. If you have unresolved concerns, you have the right to complain to the Information Commissioner's Office.

How do I get in touch with you?

If you have any questions about this policy, or would like to opt out of direct marketing, you can get in touch with us at [info@logicalheatingplumbing.co.uk](mailto:info@logicalheatingplumbing.co.uk).

