

## **Website Privacy Policy**

Yorkshire Plumbing and Heating Services Ltd only hold relevant client contact data and keep the information safe and secure. When details are no longer required we will remove the information from our systems. Our website does not collect or compile personal data to sell to any third parties.

### **What personal data we collect and why we collect it**

Our policy is to collect only the personal data necessary for agreed purposes.

For existing clients, we only hold the following data.

- Contact name
- Business address
- Telephone numbers
- Email address

### **Why we need this data**

We collect and use contact details for our clients in order to manage and maintain our relationship with those individuals.

### **Suppliers and Subcontractors**

We collect and process personal data about our suppliers in order to manage the relationship, contract, to receive services from our suppliers and, where relevant, to provide services to our clients.

### **Enquiries from potential new clients**

Data is also collected from potential new clients making enquiries at Yorkshire Plumbing and Heating Services Ltd. This data, (email or email generated from completing an enquiry form on our website is held on a secure SSL server. The data is only for replying to requests whereupon we ask what you require from our services. This will help us get a good understanding of your requirements and enable us to provide a quote for the services you are enquiring.

### **Data Retention**

Personal data collected via our website will be retained by us for as long as we have a relationship with the relevant individual.

Any enquiries that do not convert to clients, the data will be deleted from our server.

### **Withdrawal of Data**

Individuals have a right to withdraw any data that we may hold of them. If you wish to have any data removed please send an email to [dwoodward@yphs.co.uk](mailto:dwoodward@yphs.co.uk).

### **Cookies**

A cookie is a small piece of data that our website asks your browser to store on your computer or mobile device. Generally, it contains certain information that is not personally identifiable to you but is used to improve and personalise your web experience. A cookie can include the date and time

of visits to a website, the pages viewed, time spent on a website and the sites visited just before and after it.

If you complete a contact form on our site you may opt-in to saving your name, email address and website cookies. These are for the convenience so that you do not have to fill in your details again if you send a second form through. These cookies will last for one year.

### **How we protect your data**

All procedures are in place to prevent a data breach, but in the event of a breach we will inform the individuals affected and the ICO.

### **Amendments**

We may update this policy from time to time by publishing a new version on our website.