

# Privacy Policy

## Your Privacy

Marlow Heating & Plumbing wants to make your experience with us online and in person as satisfactory and safe as possible. Because we may gather certain types of personal information about our contacts and web users we feel you should fully understand what we do with your information. This policy discloses what information we gather and how we use it.

**For your information:** Marlow Heating & Plumbing Ltd whose principle place of business is 1 Rookery Court, Marlow, SL7 3HR.

**Definitions:** "The Site": [www.marlowheating.co.uk](http://www.marlowheating.co.uk)

## General Policy

Any personal data you give us, transmit via our website or provide by electronic mail or otherwise, will be used by Marlow Heating & Plumbing in accordance with this Privacy Policy.

### What information is collected?

When we speak to you on the phone, meet you in person or you engage with us via email or our website, we may collect the following information about you.

Name  
Address  
Email Address  
Telephone number

### Who is Collecting it?

Marlow Heating & Plumbing is the Data Controller and you are welcome to contact us at any time to discuss the information we hold on you by emailing [marlowheating@hotmail.co.uk](mailto:marlowheating@hotmail.co.uk)

Examples of the kind of things you may want to contact us about:

- Request to be deleted from our database
- Request a copy of the information we are holding

### Why is it being collected?

The information we gather is in our opinion the minimum we need in order to respond to your enquiries and do business with you. Specifically, it enables us to provide you with timely and relevant information we think you will find helpful.

### How may it be used?

We use your personal data in the following way:

- To conduct business or provide information you have asked for.

### Who will it be shared with?

Your contact details will be shared with people who need to know in order to service your enquiry or carry out the work you have commissioned. It will not be shared with any marketing agencies.

**How to stop being contacted by us**

You may email us at any time to tell us you no longer wish to be contacted by us:  
[marlowheating@hotmail.co.uk](mailto:marlowheating@hotmail.co.uk)

**How long will we keep your data?**

If we have done business with you we may keep your data for up to 5 years in case you return to us, after which time your data will be destroyed.

**How do we safeguard your personal data?**

We are serious about protecting your data. That is why we put in place appropriate measures that are designed to prevent unauthorised access to, and misuse of, your personal data.

**Consent**

You will be asked to confirm the information we hold on you, and to acknowledge that you are giving consent, for instance if you use the web-based Contact Form. We are required to keep records of the consents you have given. You may withdraw your consent at any time by contacting us on [marlowheating@hotmail.co.uk](mailto:marlowheating@hotmail.co.uk)

**Use of our website**

In general, you can browse our web site without giving us any personal information. We may use third party services, such as Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

If you use the Contact Us form on our website we will collect any information that you provide to us, for example your name and contact details. We use that information to respond to your questions and stay in touch with you.

**Use of Cookies**

Cookies are used by nearly all websites and do not harm your system. A "Cookie" is a piece of information that is stored on your computer's hard drive and which records your navigation of a website so that, when you revisit that website, it can present tailored options based on the information stored about your last visit. Cookies can also be used to analyse traffic and for advertising and marketing purposes. If you want to check or change what types of cookies you accept, this can usually be altered within your browser settings.

We do not make any attempt to find out the identities of those visiting our website.

**And finally**

If you have any questions or concerns about our collection, use or disclosure of your personal information, please drop us a line at [marlowheating@hotmail.co.uk](mailto:marlowheating@hotmail.co.uk)