

1. Privacy notice

1.1 Who are we?

D & J Franks Plumbing and Heating Limited provide plumbing, heating and building services, including boiler servicing and repairs.

This Policy applies to our collection and use of your personal data in connection with the delivery of our products and services.

Our Data Protection Officer (DPO) / GDPR Owner and data protection representatives can be contacted directly here:

- (info@djfranks.co.uk)
- (+44 191 3730459)

The personal data we would like to collect from you is as follows:

Personal data type:	Source
Your name and email address	When completing the enquiry form on our website at www.djfranks.co.uk
Your name, email, telephone number, address and organisation name	When making an enquiry by phone about our products and services

The personal data we collect will be used for the following purposes:

- To enable us to respond to website enquiries:
 - We require your information so that we can get back to you after you have enquired about any of our products or services via the website
- To enable us to deliver our customer service:
 - The information you provide helps us respond to your customer service requests and support needs more efficiently
- To enable us to enter into a contract to deliver our services for you or your organisation:
 - We may use your information to send out transactional emails e.g. quotations, service contracts, invoices etc.
- To send periodic emails:
 - We may use your email address to send updates pertaining to your order.
 - It may also be used to respond to enquiries, queries and/or other requests.
 - It may be used so that we can contact you regarding the servicing and maintenance of our products

- To companies and organisations who are sub-contracted to work on projects alongside our company
- To register products on your behalf for warranty and guarantee purposes (for example, with Accredited supplier companies such as Worcester Bosch, Baxi, Valiant, Ideal, Gas Safe)

Our legal basis for processing of the personal data:

- To enable us to fulfil our contractual obligations with you in the delivery of the products or services you have requested from us.

Any legitimate interests pursued by us, or third parties we use, are as follows:

- We use Google Analytics to enable us to monitor our website statistics
- We use a monitoring service via Yell.com

1.2 Consent

1.2.1 How do we gain your consent?

When you provide us with your personal information to complete an enquiry on our website, make a booking over the phone, we imply that you consent to our collecting your data and using it for that specific reason only.

We will collect your personal data from you only if you voluntarily submit such information to us. As a user you can always refuse to supply personal data, except this may prevent you from engaging in certain site related activities.

If we ask for your personal information for a secondary reason, for example so that we can send you marketing information by email, we will either ask you directly for your expressed consent, or provide you with the opportunity to say no.

You may withdraw consent at any time by contacting info@djfranks.co.uk

1.3 Disclosure

D & J Franks Plumbing and Heating Limited will not pass on your personal data to any third parties unless we are required by law to do so. Your data will be used solely for the purposes described above.

1.4 **Website hosting**

Our website is hosted on WPEngine servers. They provide us with the online infrastructure on which our website operates.

View the WPEngine notes on GDPR Compliance - <https://wpengine.co.uk/support/gdpr-compliance/>

1.5 **Use of COOKIES**

What are they?

A cookie is a small file that a website transfers to the cookie file of the browser on your device so that the website can remember who you are.

We use cookies to help you navigate our website efficiently and to perform certain functions, including site traffic. Cookies do not compromise the security of a website.

Some cookies can collect personal information, including information you disclose like your username.

We use two types of cookies on our website – “session” cookies that are temporary cookies that remain on your browser only while you’re on our site, and “persistent” cookies, that remain on your browser for much longer.

Do I want to stop them?

Many cookies are used to enhance the usability or functionality of a website; therefore disabling cookies may prevent you from using certain parts of this website. We explain the cookies we use in the table below.

If you wish to restrict or block all the cookies which are set by our website (which as we say may prevent you from using certain parts of the site), or indeed any other website, you can do this through your browser settings. The Help function within your browser should tell you how. For more information go to www.aboutcookies.org

Which cookies are being used on this site?

We use two different types of cookies on this website – those that are strictly necessary for our website to function, functionality cookies and performance/analytics cookies.

Strictly Necessary cookies: These are cookies that are essential for our website to work correctly. They may be required for system administration and cannot be switched off.

Analytics and Performance cookies: These are used for internal purposes to help us understand how you interact with our site, so we can provide you with an improved user experience e.g. to assess the performance of our website, or to test different design ideas for the website.

We use Google Analytics to perform these services for us. These cookies are used to collect information about how visitors use our site. They are placed on the site by Google, Inc an American Corporation. It collects information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited on the site. This information is then used by Google to make reports for us and to help us improve the site. For more information visit <http://www.google.com/intl/en/policies/privacy/>

1.6 Data Retention period

D & J Franks Plumbing and Heating Limited will process your personal data and will store the personal data until you request this to be removed from our systems, or we delete the data when archiving old orders or user accounts.

This will enable us to provide you with access to the products/services you have purchased from us and for us to be able to provide you with support for a period following purchase.

1.7 Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.

- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that D&J Franks Plumbing & Heating Limited refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in clause 1.8 below.

1.8 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by D&J Franks Plumbing & Heating Limited, or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and D & J Franks Plumbing and Heating Limited data protection representative, Denise Franks – info@djfranks.co.uk

1.9 Changes to this Privacy Policy

We reserve the right to modify this privacy policy at any time, so please review frequently. Changes and clarifications will take immediate effect upon the posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our site is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

1.10 Acceptance of these terms

By using this site, you signify your acceptance of this policy. If you do not agree to this policy, please do not continue to use our site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

1.11 Questions and contact information

D&J Franks Plumbing & Heating Limited

PRIVACY POLICY

Document Control

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If you would like to access, correct, amend or delete any personal information we hold about you, register a complaint, or simply request further information please see contact details of our Data Protection Officer below:

Contact details of the [Data Protection Officer (DPO)] / [GDPR Owner]:

	Data Protection Officer Contact Details
Contact Name:	Denise Franks
Address line 1:	Hill Top
Address line 2:	Esh
Address line 3:	Durham
Address line 4:	DH7 9RN
Email:	info@djfranks.co.uk
Telephone:	+ 44 (0)191 3730459

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