

TERMS & CONDITIONS

1. ABOUT THIS POLICY

JEP Plumbing and Heating are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. This policy outlines how we aim to achieve this and includes the information collected when:

You use our website,
You make enquiries via our website,
Someone is interested in working for us.

By using our website, you therefore consent to the collection and use of your personal information by us as detailed in this Privacy Policy.

2. DEFINITION OF PERSONAL DATA

Personal Data means any data that relates to an identifiable person who can be directly/indirectly identified from that data. In this case. It means personal data that you give to us via the JEP Plumbing and Heating website.

By providing your personal data, you agree that we can use your personal data in accordance with this Privacy Policy.

Ensure you understand this Privacy Policy in its entirety by taking your time to read it.

3. WHO ARE WE?

JEP Plumbing and Heating are London's leading independent service & maintenance company.

JEP Plumbing and Heating is a company incorporated in England and Wales with the company registration number: 14798318

4. HOW DO WE COLLECT INFORMATION FROM YOU?

We collect information from you when:
You make a booking,
You write and send an e-mail.

5. WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?

When you make a booking, you will be asked to submit personal information. We collect this information, so that we can fulfil your booking and provide you with the best level of service.

When you make a booking, we collect information such as:

Your name,

Your address,

Your telephone or mobile phone number,

Your email address (used for estimates, booking confirmation and feedback emails),

Your billing information taken for deposits, or holding credit card information for use in the case of cancellations.

Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstance. ou are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

8. HOW IS YOUR INFORMATION USED?

We use of your personal data will always have a lawful basis, either because it is necessary to complete a booking, because you have consented to our use of your personal data (e.g., by sending us an e-mail), or because it is in our legitimate interests.

We require the information outlined in the previous section to understand your needs and provide you with a better service, and in particular for the following reasons.

Internal record keeping,

Sending you service emails (estimates, booking confirmation, feedback and service reminders),

Improving **JEP Plumbing and Heating** services.



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