

## **Privacy Policy**

H2O Plumbing & Heating ("we" or "us") respects your privacy and is committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

### **1. Information we collect**

We collect personal data that you voluntarily provide to us, including your name, email address, phone number, and address, when you contact us or submit a form through our website. We also automatically collect certain information about your device and usage of our website, such as your IP address, browser type, pages visited, and the date and time of your visit.

### **2. Use of information**

We may use the personal data you provide to us for the following purposes:

- To respond to your inquiries and provide you with information about our services
- To fulfill our contractual obligations to you
- To improve our website and customer service
- To comply with legal and regulatory requirements

We may also use your personal data for marketing purposes if you have consented to receive marketing communications from us. You can opt out of receiving marketing communications at any time by contacting us.

### **3. Sharing of information**

We may share your personal data with our third-party service providers, such as website hosting and maintenance providers, to provide you with the services you have requested. We will only share your personal data with these third-party service providers to the extent necessary for them to provide their services to us.

We may also disclose your personal data to law enforcement agencies, regulatory bodies, or other third parties if we are required to do so by law, or if we believe that such disclosure is necessary to protect our rights or the rights of others.

### **4. Cookies**

Our website uses cookies to distinguish you from other users of our website. Cookies are small text files that are placed on your device to help us provide a better user experience. We use both session cookies (which expire when you close your browser) and persistent cookies (which stay on your device until they expire or you delete them).

You can control the use of cookies at the individual browser level. If you reject cookies, you may still use our website, but your ability to use some features or areas of our website may be limited.

### **5. Data security**

We have implemented appropriate technical and organizational measures to safeguard your personal data against loss, theft, and unauthorized access. We limit access to your personal data to those employees, agents, contractors, and other third parties who have a need to know the information in order to provide our services to you.

## **6. Your rights**

You have the right to access and receive a copy of the personal data we hold about you, and to have any inaccuracies corrected. You also have the right to request that we delete your personal data, restrict its processing, or transfer it to another controller. You may exercise these rights by contacting us.

## **7. Changes to our privacy policy**

We may update our privacy policy from time to time to reflect changes in our business practices or legal obligations. We will post the updated privacy policy on our website and notify you of any material changes.

## **Contact us**

If you have any questions or concerns about our privacy policy, please contact us at [info@h20plumbing.co.uk](mailto:info@h20plumbing.co.uk)