

Privacy Policy

Duck Plumbing & Heating Ltd takes your privacy very seriously. Please read this Policy carefully to see how we will treat the personal information that you provide to us. We will take reasonable care to keep your information secure and to prevent any unauthorised access or use of it. We may change this Privacy Policy from time to time and the change will take effect once the revised Privacy Policy is available on this website.

What Information we need

We may collect the following types of information from you:

- Name, address & contact details, including your telephone number and email address;
- Property access information

When purchasing our services the provision of certain information will be mandatory.

Why we need it

We will use your personal information:

- To respond to your enquiry;
- To fulfill any works;
- To accept/track payments;
- To send reminders or notifications;
- To offer recommended services.

If you become a customer of ours by purchasing goods/services from us we may send you further information that is related to your purchase by post or email, or contact you by telephone. If you do not wish to receive this information or be contacted please inform us by email at info@duckplumbing.co.uk or write to Duck Plumbing & Heating Ltd, The Pond, Lark Hall Heath, Six Mile Bottom, Suffolk CB8 0UP.

Collection, Management & Sharing of information

We hold your data on our online database hosted & stored by Commusoft Floor 10, 6 Mitre Passage, London, SE10 0ER UK & 4316 Boulevard Saint-Laurent, 2e etage Montreal H2W 1Z3 in Canada. As a result Commusoft may have access to the information we hold.

We may share your information with:

- Our affiliates, suppliers and third party service providers - only if this is necessary or reasonably required for any of the purposes above. Such third parties are not entitled to use your information for their own purposes;
- Any law enforcing agency, court, regulator, government authority or third party where we believe this is necessary to comply with a legal or regulatory obligation.

How long we keep the information

We will keep your information for as long as is necessary for us to:

- fulfill the purposes that we describe in this policy
- meet legal requirements for the retention of data for business purposes

Any personal data held by us to provide you with service recommendations and offers will be kept by us until such time that you notify us that you no longer wish to receive this information.

Your rights to access the information

Should you believe that any personal data we hold on you is incorrect or incomplete, you have the right to request to see this information, rectify it or have it deleted. We may withhold access to your information where we have the right to do so under current data protection legislation.

In the event you wish to complain about how we have handled your personal data, please contact our Information Security Officer at info@duckplumbing.co.uk or in writing at Duck Plumbing & Heating Ltd, The Pond, Lark Hall Heath, Six Mile Bottom, CB8 0UP. Your complaint will be looked into and we will work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law, you can contact the ICO and file a complaint with them.