

Ryan Dickinson Plumbing and Heating Ltd (RDPH)

Ryan Dickinson Contract Services Ltd (RDCS)

Privacy Statement

The privacy of our clients is extremely important to us. This privacy statement outlines the types of personal information that is received and collected by Ryan Dickinson Plumbing and Heating Ltd and Ryan Dickinson Contract Services Ltd and how it is used. We take measures to protect personal information against loss, misuse, unauthorized access, unauthorized disclosure, manipulation, or destruction.

The information we hold about you may be:

- your name and address
- contact telephone numbers and email addresses provided by you
- accounting information - we hold personal information within our systems which is backed up to a server and stored for data security and loss prevention purposes. We are the only one who can access this data.

Your information will never be shared with any third party unless you have given permission for us to do so as part providing a direct service to you. Uses of stored data include:

- Day to day management of customers bookings and the delivery of the services requested (including details passed for deliveries)
- General accounting and debt collection
- Online payments
- Registering appliances with building control
- Registering appliances for manufacturer's warranty
- Annual service reminders - SMS, email, telephone or post
- Organising work by third party contractors as required

You can choose to have your details deleted or updated. You do not need to do anything if you are happy for us to hold your information. However, please inform us if you want to have your details deleted or updated and we shall do so at your request within our legal requirements.

Your data will be deleted from our records when it is no longer required (i.e. if the work doesn't go ahead or is terminated) unless you have consented to receive future communications from us.

If you require any more information or have any questions about our privacy policy, please feel free to contact us.