

Privacy policy

AC plumbing and heating solutions

As a plumbing and heating company , we have to hold personal data in order to provide professional services and will comply with the General Data Protection Regulation when it passes into law in May 2018. By requesting or using our services, you accept and consent to our use of your personal data. Your data will only be shared to manufacturers of goods we have provided for you so that any products have a valid warranty. Details are also passed onto gas safe for building regulations if you have a new heating or hot water system

This data includes name, address, contact details, online identifiers and is held as:

- Information processed or held in electronic form, usually on a computer or a smart device
- Information processed in a non automated manner i.e. paper records held in a filing system

All information is held on a software program called software works for you, which is fully GDPR compliant. Security of data is maintained through the use of anti-virus and anti-malware software which is kept continually up to date in addition to the use of fire walls protecting incoming and outgoing traffic to the internet.

We do not hold any bank or account details for our customers.