Privacy Policy – Gasworks London

Who We Are

We are Gasworks London, providing plumbing, heating, and boiler repair and installation services. We are committed to protecting your personal information and using it responsibly.

Our Data Protection Officer

If you have any questions regarding your personal data, you can contact our Data Protection Officer:

- Name: David Halpin
- Email: info@gasworkslondon.co.uk
- Phone: 0208 992 3851
- Address: 23 Shakespeare Road, London, W3 6SG

Why We Collect and Use Your Personal Information

We collect personal information to provide our services, including plumbing, heating, and boiler repair or installation.
We may also use your information to send you marketing updates about similar products and services. Marketing emails will always include an unsubscribe link, and you can opt out at any time.

Our Lawful Basis for Using Your Data

Under the GDPR, we must have a lawful reason to process personal data. Our reasons include:

1. Contract: To provide and fulfil your service request or order.
2. Legal obligation: To share information with law enforcement or regulatory bodies if required by law.
3. Legitimate interests: To send marketing communications, share your information with professional advisers we work with, or with successor companies in the event of a merger or acquisition.

What Happens if You Don't Provide Your Information?

If you do not provide your personal information, we may not be able to deliver our services.

Who We Share Your Information With

We may share your data with:

- Finance providers, such as Novuna Personal Finance, if relevant.
- Regulatory and law enforcement bodies such as the FCA or HMRC, when required.
- Professional advisers including accountants, lawyers, or compliance consultants, who will sign confidentiality agreements.
- Successor companies in the event of a merger or acquisition.

How Long We Keep Your Information

We will retain your personal data for up to six years after ceasing to be our client, to allow reference in case of complaints.
If you receive marketing communications from us, your information will be stored until you unsubscribe or object to marketing.

Your Rights Regarding Your Personal Information

You have the following rights:

- Access: Request copies of the personal data we hold about you.
- Rectification: Correct any inaccurate information.
- Erasure: Ask us to delete your information (once services are completed or cancelled).
- Restrict processing: Limit how we use your data.
- Object: Object to the use of your data for any reason.
- Data portability: Receive your data in a readable format such as Excel or Word.
- Withdraw consent: Revoke consent for processing at any time.

You can exercise these rights by contacting us via phone, email, or in writing using the contact details above.

Complaints About How We Use Your Data

If you have concerns about our handling of your personal information, you can:

1. Contact us directly using the details above.
2. Contact the Information Commissioner's Office (ICO):
    - Website: https://ico.org.uk/concerns/
    - Phone: 0303 123 1113

The ICO ensures that organisations handle personal information lawfully.