



W & M Stuart Ltd
Plumbing & Heating Engineers
Old Military Road, Kingsford, Alford, AB33 8HN

Privacy Notice

1.0 Introduction

W&M Stuart Ltd are what is known as the 'Data Controller' of the personal data that you provide to us. We collect personal data from our Customers which includes name, address, email, phone number.

2.0 Why we need your data

W&M Stuart Ltd collect and process your personal data so that we can provide you with the various plumbing and heating-related products and services available. We will not collect any personal data from you that we do not need and we go to great lengths to keep your personal data secure.

3.0 What we do with your data

All the personal data is processed within the UK, however, for the purposes of IT hosting and maintenance by certain systems and databases that we use, this information may be located on servers within the European Union.

We do not share your personal data with any one, unless we are required by law to do so.

We have a Data Protection Procedure in place to oversee the effective and secure processing of your personal data. More information on this is available on request.

4.0 How long we keep your data

Data Type	Purpose	Retention Period
Emails	Request for information, Communication	2 years
Website Data Form Contacts	Request for information, communications	1 year
Financial Info	Raising quotes, invoices, purchase orders, etc	As per HMRC requirements
Marketing List	Contacting existing clients about new, enhanced or existing services provided	Consent Review every 12-18 Months
Customer Files	Client contact details, company/business information, scope of work, contract details, delivery progress.	3 years after completion of contract

5.0 What are your rights

Data Protection Regulations and Laws ensure that W & M Stuart Ltd process your personal data robustly and appropriately. You have the following rights:

- The right to be informed about the personal data that W & M Stuart Limited processes on you
- The right of access to the personal data that W & M Stuart Limited processes on you
- The right to rectify your personal data, if it is incorrect/inaccurate or changes
- The right to erasure of your personal data, in certain circumstances
- The right to restrict processing of your personal data
- The right to data portability, in certain circumstances
- The right to object to the processing of your personal data when it is based on public or legitimate interest
- The right not to be subjected to automated decision making and profiling
- The right to withdraw consent at any time

Where you have consented to W & M Stuart Ltd processing your personal data, you have the right to withdraw that consent, at any time, by contacting the Data Controller (see Section 6.0).

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Controller to have the matter investigated.

If you are not satisfied with our response or believe that we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office <https://ico.org.uk/>

6.0 Data Controller Contact Details

The Data Controller for W & M Stuart Ltd can be contacted as follows:

Email: info@wmstuart.co.uk
Telephone Number: 019755 62913

7.0 Document Control

VERSION	DATE	DETAILS	AUTHOR/OWNER
1.0	27/03/18	FIRST DRAFT	Margo Stuart