

LEE WRIGHT PLUMBING AND HEATING LTD

Website and Customer Privacy Notice

How we collect, use, share and protect personal information

Organisation	Lee Wright Plumbing & Heating Limited
Company number	10696869
Registered office	The Workshop, Adjacent to Eaton House, Bottom Road, Summerhill, Wrexham, LL11 4TW
Last updated	29 July 2026

This notice explains how Lee Wright Plumbing & Heating Limited uses personal information relating to website visitors, customers, prospective customers, property occupants, landlords, suppliers, subcontractors, scheme participants and job applicants.

In summary: we use personal information only where we have a lawful reason, we share only what is necessary, we do not sell personal information, and we take reasonable steps to keep it secure.

1. Who we are and how to contact us

Lee Wright Plumbing & Heating Limited is the data controller for the personal information described in this notice, except where we are processing information solely on behalf of another organisation such as a council or housing provider.

Address	The Workshop, Adjacent to Eaton House, Bottom Road, Summerhill, Wrexham, LL11 4TW
Telephone	01978 448596
Email	enquiries@leewrightplumbingandheating.co.uk
Website	www.leewrightplumbingandheating.co.uk
Privacy contact	The Director / Data Protection Responsible Person

For a data protection request or complaint, please put "Data Protection" in the email subject line or on written correspondence so it reaches the correct person promptly.

2. What personal information we collect

Depending on how you interact with us, we may collect and use the following categories of information:

- **Identity and contact information:** name, address, postcode, email address, telephone number and preferred contact method.
- **Property and job information:** property address, access arrangements, occupancy or tenancy details, descriptions of faults or requested work, surveys, measurements, specifications, installation records, certificates, job notes and photographs.
- **Financial and transaction information:** quotes, invoices, payment status, bank or payment details where necessary, purchase history, refunds, credit-control records and information needed for funding or grant administration.
- **Communications:** emails, website form submissions, letters, WhatsApp or text messages, complaint records and notes of telephone or in-person conversations.
- **Scheme, compliance and warranty information:** information needed for Gas Safe, MCS, TrustMark, RECC, OFTEC, PAS 2030/PAS 2035, warranty, insurance-backed guarantee, funded energy-efficiency or other regulatory and accreditation requirements.
- **Website and device information:** IP address, browser and device details, pages viewed, dates and times, cookie choices, security logs and information produced by analytics or embedded content where enabled.
- **Recruitment information:** CV, work history, qualifications, licences, right-to-work information, references and other information provided during an application.
- **Limited sensitive information:** accessibility, vulnerability, health or safety information where it is necessary to protect people, make reasonable arrangements, carry out work safely or meet a client or legal requirement.

Job photographs and video: We normally aim to record the work or property condition rather than people. However, an image may still contain identifying features. Please tell our team if there is anything particularly sensitive that should not be photographed unless required for evidence or safety.

Telephone calls and service monitoring: We do not currently record telephone calls. We may review emails, messages, job notes, photographs and other business communications where necessary for service quality, complaint handling, compliance, supervision and staff training.

3. How we obtain personal information

We may obtain information:

- directly from you, including through our website, by telephone, email, WhatsApp, post or in person;
- from a landlord, letting agent, managing agent, council, housing provider, energy supplier, funder, scheme administrator, Retrofit Coordinator or another organisation instructing us to carry out work;
- from a family member, representative, tenant or other person acting on your behalf;
- from subcontractors, surveyors, assessors, designers, auditors, certification bodies, warranty providers and other parties involved in the work;
- from payment providers, professional advisers, public registers or publicly available sources where relevant and lawful; and
- automatically when you use our website, through essential cookies, server logs and any optional analytics or embedded services you accept.

When another organisation provides your information to us, we expect it to have a lawful basis for doing so. Its own privacy notice may also apply. You can ask us where we obtained your information if it was not collected directly from you.

4. How and why we use personal information

The table below summarises our main purposes and lawful bases. More than one lawful basis may apply depending on the circumstances.

Purpose	What this includes	Main lawful basis
Responding to enquiries and preparing quotations	Contacting you, arranging surveys, understanding requirements, checking availability and preparing a quotation or proposed scope.	Steps before a contract; legitimate interests
Providing and managing services	Scheduling and carrying out repairs, servicing, installations, construction, retrofit and property works; managing access, variations, handover and aftercare.	Contract; legitimate interests; legal obligation
Council, housing and funded-scheme work	Receiving instructions, confirming eligibility or property details, evidencing work, making scheme submissions and providing progress, audit or handover information.	Contract; legal obligation; legitimate interests; consent where required
Safety, accessibility and safeguarding	Using limited vulnerability, accessibility or health information to plan safe access, protect individuals and operatives, and make appropriate arrangements.	Legal obligation; vital interests; an additional special-category condition where required
Payments and business administration	Issuing invoices, processing payments and refunds, accounting, tax, audit, insurance, debt recovery and preventing fraud.	Contract; legal obligation; legitimate interests
Certification, warranties and accreditation	Registering work, issuing certificates, arranging warranties or guarantees, responding to audits and maintaining accreditation and compliance records.	Contract; legal obligation; legitimate interests
Quality assurance, complaints and training	Reviewing communications, job records and photographs; investigating complaints; correcting issues; supervising staff and improving service.	Legitimate interests; legal obligation
Website operation and security	Operating forms and website functions, preventing misuse, maintaining security, diagnosing faults and understanding website performance.	Legitimate interests; consent for non-essential cookies
Marketing	Sending information about similar services, offers or updates where permitted, and maintaining suppression or opt-out records.	Consent; legitimate interests where permitted by law
Recruitment	Assessing applications, arranging interviews, checking qualifications and right to work, taking references and making employment decisions.	Steps before a contract; legal obligation; legitimate interests
Legal claims and regulatory matters	Establishing, exercising or defending legal rights; cooperating with regulators, courts, law enforcement or professional advisers.	Legal obligation; legitimate interests

Legitimate interests means our legitimate business interests or those of a client or third party, provided those interests are not overridden by your rights and freedoms. These interests include operating our business, delivering and improving services, protecting property and people, keeping accurate records, securing our systems and dealing with disputes.

Where we use special-category information, we will identify and document an additional lawful condition before processing it, and we will limit use and access to what is necessary.

5. Information required from you

Some information is needed so that we can provide a quotation, enter into or perform a contract, arrange safe access, issue legally required records, process payment, register an installation or meet scheme and regulatory requirements. If required information is not provided, we may be unable to quote, carry out the work, complete a scheme submission, provide a certificate or warranty, or meet our legal obligations.

6. Who we share personal information with

We may share information, where necessary and lawful, with:

- employees and authorised workers who need the information to carry out their duties;
- subcontractors, installers, surveyors, designers, assessors, Retrofit Coordinators and other specialists involved in the work;
- councils, housing providers, landlords, letting or managing agents and other organisations that instruct or fund the work;
- energy suppliers, scheme administrators, funders and delivery partners for ECO, grant, retrofit or other energy-efficiency programmes;
- Gas Safe Register, TrustMark, MCS, RECC, OFTEC, certification bodies, trade bodies, auditors and regulators where information is needed for registration, audit, accreditation or compliance;
- manufacturers, warranty providers, insurance-backed guarantee providers, insurers and claims handlers;
- software, cloud storage, communications, website hosting, analytics, job-management, accounting, payment and IT support providers acting under appropriate terms;
- accountants, auditors, banks, payment providers, legal advisers, HR advisers, debt-recovery agents and other professional advisers;
- emergency services, law enforcement, courts, public authorities or regulators where required by law or necessary to protect rights, property or safety; and
- a buyer, investor or adviser if our business or assets are reorganised, sold or transferred, subject to appropriate confidentiality and legal safeguards.

We do not sell personal information. We require service providers handling personal information on our behalf to protect it and use it only for the agreed services. Where another organisation determines its own purposes, it will usually act as a separate controller and its privacy notice will also apply.

7. Work carried out for councils, housing providers and scheme partners

Where a council, housing provider, landlord, energy supplier or scheme partner instructs us, it may be the main controller for some of the information and we may act as its processor. For other activities - such as our own accounting, safety records, quality assurance, regulatory registrations, warranties and legal claims - we may be an independent controller. You may therefore need to read both this notice and the privacy notice of the organisation that arranged or funded the work.

8. International transfers

Some of our technology and service providers may store or access information outside the United Kingdom. Where this happens, we take reasonable steps to ensure an appropriate legal safeguard is in place, such as UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to approved contractual clauses, or another permitted safeguard. You may contact us for further information about the safeguards relevant to your information.

9. How long we keep personal information

We keep information only for as long as reasonably necessary for the purpose collected, taking account of legal, tax, regulatory, warranty, accreditation, insurance, contractual and dispute requirements. Our normal guide periods are:

Record type	Normal retention approach
General enquiries that do not proceed	Normally up to 24 months after the last meaningful contact, unless needed for a complaint, claim or legal requirement.
Quotes, contracts, job records and customer communications	Normally 6 years after completion or the end of the customer relationship, or longer where a warranty, guarantee, scheme, defect or claim period requires it.
Financial, accounting and tax records	For the period required by tax and accounting law, normally at least 6 years.
Gas, electrical, renewable, retrofit, certification and warranty records	For the period required by the relevant law, scheme, certification body, accreditation, manufacturer, warranty or insurance provider.
Complaints and legal claims	Normally 6 years after closure, or longer where a claim, regulator or legal hold requires it.
Unsuccessful job applications	Normally 6 months after the recruitment process, unless a longer period is agreed or needed for a legal reason.
Marketing records	Until you opt out or we decide the information is no longer current; we may keep a minimal suppression record to respect an opt-out.
Website logs and cookies	For the period shown in our cookie controls or set by the relevant service, subject to our configuration and legal requirements.

We may anonymise information so that it no longer identifies an individual. Anonymised information may be retained and used for statistics, service planning and business analysis.

10. How we protect information

We use proportionate technical and organisational measures designed to protect personal information, including:

- access controls and permissions based on job responsibilities;
- password protection, security updates, backups and appropriate device and system controls;
- confidentiality requirements, staff guidance and training;
- secure handling and disposal of electronic and paper records;
- checks and contractual controls for relevant suppliers and processors; and
- procedures for identifying, assessing and responding to suspected personal data breaches.

No system can be guaranteed completely secure. If we identify a breach, we will investigate it and notify affected people and the Information Commissioner's Office where the law requires us to do so.

11. Your data protection rights

Depending on the circumstances and lawful basis, you may have the right to:

- **The right to be informed** about how your personal information is used;
- **The right to access** the personal information we hold about you and receive a copy;
- **The right to rectification** of inaccurate or incomplete information;
- **The right to erasure** of information in certain circumstances;
- **The right to restriction** of processing in certain circumstances;
- **The right to object** to processing based on legitimate interests and to direct marketing;
- **The right to data portability** for certain information processed by automated means on the basis of consent or contract;
- **The right to withdraw consent** at any time where we rely on consent, without affecting earlier lawful processing; and
- **The right to challenge solely automated decisions** that have legal or similarly significant effects, where applicable.

YOUR RIGHT TO OBJECT

You have the right to object to our use of your personal information where we rely on legitimate interests. You always have the right to object to direct marketing. To exercise this right, contact us using the details in section 1.

How to exercise your rights: Contact us using the details in section 1. We may need to verify your identity and clarify the information or request. We do not normally charge a fee. We will respond within the period required by law, normally one month, unless an extension is permitted.

These rights are not absolute. We may refuse or limit a request where the law permits, but we will explain our reasons and the available complaint options.

12. Data protection complaints

You may complain to us if you believe we have not handled your personal information properly. You can complain by email, post, telephone or in person using the contact details in section 1. Please state that your concern is a "data protection complaint" and include enough information for us to understand the issue and the outcome you are seeking.

We will:

- provide a clear route for making a complaint;
- acknowledge the complaint within 30 days;
- investigate it appropriately and without undue delay;
- keep you informed where appropriate; and
- communicate the outcome and any action taken without undue delay.

Information Commissioner's Office (ICO): You also have the right to complain to the ICO. The ICO generally expects you to raise the matter with us first.

Website	www.ico.org.uk/make-a-complaint
Telephone	0303 123 1113

Address	Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Guidance	www.ico.org.uk/for-the-public

13. Cookies and similar technologies

Our website uses cookies and similar technologies. Essential cookies may be used to provide core functions, remember privacy choices and maintain security. Non-essential cookies, such as analytics, advertising or some third-party embedded content, are used only after the appropriate consent has been obtained.

You can use the website's cookie controls to accept, reject or change non-essential cookie choices. You can also control cookies through your browser, although blocking essential cookies may affect website functionality.

Third-party features such as maps, reviews, videos, social media or messaging services may collect information under their own privacy notices when you interact with them. Links to external websites are governed by the privacy terms of those websites.

14. Marketing communications

We may send service information that is necessary for an enquiry, booking, contract, installation, warranty or ongoing customer relationship. We will send promotional marketing only where we have an appropriate lawful basis and the communication is permitted by electronic marketing rules.

You can opt out of marketing at any time by using an unsubscribe option where provided or contacting us. Opting out of marketing will not stop essential service or contractual communications.

15. Finance applications and third-party services

Where finance is offered through a third-party provider, that provider will normally act as a separate controller for the application, identity checks, credit assessment and lending decision. Its own privacy notice and terms will apply. We will explain the relevant provider and sharing arrangements at the point of application.

16. Children

Our website and services are not directed at children. We may occasionally process limited information about children or household occupants where it is necessary for safe access, safeguarding, tenancy, grant or scheme administration, but we will limit this to what is necessary and handle it with particular care.

17. Automated decision-making

We do not currently make decisions about customers or website users based solely on automated processing where the decision would have a legal or similarly significant effect.

18. Changes to this notice

We may update this notice to reflect changes in the law, our services, systems or how we use information. The current version will be published on our website and the “last updated” date will be changed. Where a change is significant, we may also notify affected individuals by another appropriate method.