



# Housewarmers Privacy Policy

Last Updated: 01/11/2025

## Who We Are

We're **Housewarmers**, a family-run plumbing, heating and bathroom installation business based in the North East.

Our company details:

**A & G Plumbing (Tyne & Wear) Limited**

**Address:** 34 Windsor Terrace, Sunderland, SR2 9QF

**Website:** <https://housewarmers-tyneandwear.co.uk>

**Email:** [admin@housewarmersuk.uk](mailto:admin@housewarmersuk.uk)

**Phone:** 0191 456 1929

We're responsible for looking after the personal information you share with us.

## The Information We Collect

To help us carry out work safely and properly, we may collect:

### Your contact details

- Name
- Address
- Phone number
- Email address

### Details about the work

- What you've asked us to do
- Appointment dates
- Products used
- Serial numbers and warranty details
- Building control or Gas Safe/HETAS certificate numbers

### Payment information

- Invoices, receipts and payment method  
(We do NOT store full card details.)

### Website information

When you visit our website, we may collect anonymous information such as:

- IP address
- Browser type
- Website activity
- Cookies (see Section 11)

We do not collect any highly sensitive personal information.



## How We Collect Your Information

We collect information when:

- You speak to us by phone, email, social media or in person
- You request a quotation or book work
- We carry out work at your property
- We register your product with a manufacturer
- You visit our website

We only collect what we genuinely need to do our job properly.

## Why We Use Your Information

We use your information so we can:

- Give quotes, arrange visits and complete work
- Register warranties and certificates
- Contact you about servicing and safety reminders
- Deliver materials to your home
- Arrange for a subcontractor to help us complete the job
- Keep accurate, helpful records of work we've carried out
- Meet industry rules (Gas Safe, HETAS, Building Control)
- Improve our website and services

We will **never** sell your information.

## The Legal Reasons We Use Your Data

By law, we must have a “legal reason” to use your data. Ours are:

**To provide a service:** So we can book in work, complete jobs and communicate with you clearly.

**To meet legal requirements:** For example,

- Registering installations with Gas Safe, HETAS or Building Control
- Keeping financial records

**Because it's helpful and expected:** To remind you about servicing, product safety updates or paperwork related to your installation.

**With your permission:** For things like marketing emails (which we rarely send — and only if you agree).

## Who We Share Your Data With

We only share your information with trusted companies when it's necessary to complete your job or meet legal requirements, such as:

**Manufacturers:** To register warranties or arrange callouts, for example

- Worcester Bosch
- Baxi
- EPH Controls
- Portway



**Industry bodies:** To register installations:

- Gas Safe Register
- OFTEC
- APHC
- Local authority Building Control

**Suppliers:** Address only (for home deliveries):

- City Plumbing Supplies
- JT Doves
- Wolseley
- Multipanel

Or others depending on your job

**Subcontractors:** When they are helping us complete your work:

- GSG Heating Ltd
- Steven Pike Electrical
- Peter Davison

Others as needed

**Finance or warranty partners (if applicable)**

- Worcester Bosch IAR
- TradeHelp Ltd

Everyone we share your information with is expected to keep it safe.

## How We Store and Protect Your Information

Your details are kept securely at:

**34 Windsor Terrace, Sunderland, SR2 9QF**

We use secure digital systems with restricted access, and any paper documents are kept locked away.

## How Long We Keep Your Information

We keep your information only for as long as we need it:

- **6 years** for job records, certificates and financial paperwork
- **Until the warranty expires** for any warranty-related information
- **Website cookies** for up to 26 months
- **Marketing preferences** until you unsubscribe

After this, we securely delete or shred it.

## International Transfers

We do not normally transfer your information outside the UK.

If any provider we use stores data abroad (for example, website analytics), we ensure they follow strict data protection rules.



## Your Rights

You have the right to:

- Ask for a copy of the information we hold
- Ask us to correct anything that isn't right
- Ask us to delete your information (in certain situations)
- Tell us to stop using your data
- Move your data to another provider (if relevant)

If you'd like to use any of these rights, email us at:

**admin@housewarmersuk.uk**

We'll respond within one month.

## Cookies on Our Website

Our website uses small files called **cookies** to help improve your experience. They help us understand how people use the site and make improvements.

You can change your browser settings at any time to block or delete cookies.

## No Automated Decisions

We don't use computers to make decisions about you without one of us is always involved.

## How to Make a Complaint

If you're ever unhappy with how we've handled your data, please contact us at:

**admin@housewarmersuk.uk**

You can also contact the UK Information Commissioner's Office (ICO):

### **Information Commissioner's Office**

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

**Helpline:** 0303 123 1113