

Privacy & Cookie Policy

This privacy policy applies between you, the User of this Website and Shoosmith Heating & Plumbing Ltd (“**SHP**”), the owner and provider of this Website. SHP takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website and through other interactions with you (for example marketing activities).

This privacy policy should be read alongside, and in addition to, our Service Terms & Conditions and Terms of Use, which can be found at: <http://shoosmithplumbing.com/wp-content/uploads/2021/08/Terms-of-Use.pdf> and <http://shoosmithplumbing.com/wp-content/uploads/2021/08/Terms-Conditions.pdf>

Please read this privacy policy carefully.

Definitions and interpretation

1. In this privacy policy, the following definitions are used:

Data	collectively all information that you submit to SHP via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;
Cookies	a small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the Website. Details of the cookies used by this Website are set out in the clause below titled “ Cookies ”;
Data Protection Laws	any applicable law relating to the processing of personal Data, including but not limited to the Directive 96/46/EC (Data Protection Directive) or the GDPR, and any national implementing laws, regulations and secondary legislation, for as long as the GDPR is effective in the UK;
GDPR	the General Data Protection Regulation (EU) 2016/679;
SHP, we or us	SHP UK Limited, a company organized in England, whose registered office is at The Corner House, 2 High Street, Aylesford, Kent ME20 7BG;
UK and EU Cookie Law	the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011;

User or you	any third party that accesses the Website and is not either (i) employed by SHP and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to SHP and accessing the Website in connection with the provision of such services; and
Website	the website that you are currently using, http://shoosmithplumbing.com/ , and any sub-domains of this site unless expressly excluded by their own terms and conditions.

2. In this privacy policy, unless the context requires a different interpretation:
 1. the singular includes the plural and vice versa;
 2. references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;
 3. a reference to a person includes firms, companies, government entities, trusts and partnerships;
 4. “including” is understood to mean “including without limitation”;
 5. reference to any statutory provision includes any modification or amendment of it;
 6. the headings and sub-headings do not form part of this privacy policy.

Scope of this privacy policy

3. This privacy policy applies only to the actions of SHP and Users with respect to this Website, unless specified otherwise. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites.
4. For purposes of the applicable Data Protection Laws, SHP is the “data controller”. This means that SHP determines the purposes for which, and the manner in which, your Data is processed.

Data collected

5. We may collect the following Data, which includes personal Data, from you, in each case, in accordance with this privacy policy:

Types of personal data we may collect	Examples
Identity data	name; title;
Contact data	address; email; telephone number submitted by you through our website or emailed to us;
Financial and transactional data	details of orders made and processed; details of payment received/made; details of invoices received/issued; details of cards used for payments, submitted by you through our website or emailed to us;
Usage data	products purchased and prices paid; how you use and navigate the website;
Communication data	details of enquiries submitted by you through our website, app or emailed to us; information obtained through networking;
Advertising profile data	assumptions about your predicted buying behaviour and interests based on the usage data we collect about you and combined with non-personal data we obtain from third parties;
Technical data	your IP address; your general geographic location based on your IP address; the type of device you use and its operating system and version; your browser type; the pages you view on our website and how you interact with that content; advertising identifiers (such as those on mobile devices, tablets and streaming media devices that include such identifiers).

6. We do not provide goods directly to children or proactively collect their personal data. If you believe that we have received information relating to or from persons under the age of 18 please contact us at info@shoosmithplumbing.com. If we become aware that a person under the age of 18 has provided us with personal information we will take steps to delete such information.

Anonymised data

7. We may also collect, use and share anonymised, aggregated data such as statistical or demographic data for any purpose. Anonymised data may be derived from your personal data but is not considered personal information in law as this information does not directly or indirectly reveal your identity. For example, we may aggregate information on how you use our website to calculate the percentage of users accessing a specific website feature.

How we collect Data

8. We collect Data in the following ways:
1. data is given to us by you; and
 2. data is collected automatically.

Data that is given to us by you

9. SHP will collect your Data in a number of ways, for example:
 1. when you contact us through the Website, by telephone, post, e-mail or through any other means;
 2. when you register with us and set up an account to receive our products;
 3. when you complete surveys that we use for research purposes (although you are not obliged to respond to them);
 4. when you enter a competition or promotion through a social media channel;
 5. when you make payments to us, through this Website or otherwise;
 6. when you elect to receive marketing communications from us;
 7. when you use our services;

in each case, in accordance with this privacy policy.

Data that is collected automatically

10. To the extent that you access the Website, we will collect your Data automatically, for example:
 1. we automatically collect some information about your visit to the Website. This information helps us to make improvements to Website content and navigation, and includes your IP address, the date, times and frequency with which you access the Website and the way you use and interact with its content.
 2. certain pages on our Website may contain "web beacons" (also known as Internet tags, pixel tags or clear GIFs). These web beacons allow third parties to obtain information such as the IP address of the computer that downloaded the page on which the beacon appears, the URL of the page on which the beacon appears, the time the page containing the beacon was viewed and the type of browser used to view the page.
 3. we will collect your Data automatically via cookies, in line with the cookie settings on your browser. For more information about cookies, and how we use them on the Website, see the section below, headed "Cookies".

Our use of Data

11. Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Website. Specifically, Data may be used by us for the following reasons:
 1. internal record keeping;
 2. improvement of our products / services;
 3. transmission by email of marketing materials that may be of interest to you;
 4. contact for market research purposes which may be done using email, telephone, fax or mail. Such information may be used to customize or update the Website;

in each case, in accordance with this privacy policy.

12. We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).
13. For the delivery of direct marketing to you via e-mail, we will need your consent, whether via an opt-in or soft-opt-in:

1. soft opt-in consent is a specific type of consent which applies when you have previously engaged with us (for example, you contact us to ask us for more details about a particular product/service, and we are marketing similar products/services). Under “soft opt-in” consent, we will take your consent as given unless you opt-out.
 2. for other types of e-marketing, we are required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that we’ll provide.
 3. if you are not satisfied about our approach to marketing, you have the right to withdraw consent at any time. To find out how to withdraw your consent, see the section headed “Your rights” below.
14. When you register with us and set up an account to receive our products / services, the legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.
15. We may use your Data to show you SHP marketing materials and other content on other websites. If you do not want us to use your data to show you SHP marketing materials and other content on other websites, please turn off the relevant cookies (please refer to the section headed “Cookies” below).
16. We may process your personal data to comply with a legal obligation. For example, to notify you about changes to our terms or privacy notice; address a complaint; or comply with a request from a competent authority.

With whom we share Data

17. We may share your Data with the following groups of people for the following reasons:
1. any of our group companies or affiliates – to ensure the proper administration of your website and business;
 2. our employees, agents and/or professional advisors – to obtain advice from professional advisers;
 3. third party service providers who provide services to us which require the processing of personal data – to help third party service providers in receipt of any shared data to perform functions on our behalf to help ensure the website runs smoothly;
 4. third party payment providers who process payments made over the Website – to enable third party payment providers to process user payments and refunds;
- in each case, in accordance with this privacy policy.

Keeping Data secure

18. We will use technical and organizational measures to safeguard your Data, for example:
1. access to your account is controlled by a password and a username that is unique to you.
 2. we store your Data on secure servers.
19. Technical and organizational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorized access to your Data, please let us know immediately by contacting us via this e-mail address: info@shoosmithplumbing.com
20. If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other

online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

Data retention

21. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.
22. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Your rights

23. You have the following rights in relation to your Data:
 1. **Right to access** – the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is “manifestly unfounded or excessive.” Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
 2. **Right to correct** – the right to have your Data corrected if it is inaccurate or incomplete.
 3. **Right to erase** – the right to request that we delete or remove your Data from our systems.
 4. **Right to restrict our use of your Data** – the right to “block” us from using your Data or limit the way in which we can use it.
 5. **Right to data portability** – the right to request that we move, copy or transfer your Data.
 6. **Right to object** – the right to object to our use of your Data including where we use it for our legitimate interests.
 7. **Rights in relation to automated decision making and profiling** – the right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you, or similarly significantly affects you.
24. To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address: info@shoosmithplumbing.com
25. If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner’s Office (ICO). The ICO’s contact details can be found on their website at <https://ico.org.uk>.
26. It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

Transfers outside the European Economic Area

27. Data which we collect from you may be stored and processed in and transferred to countries outside of the European Economic Area (EEA). For example, this could occur

if our servers are located in a country outside the EEA or one of our service providers is situated in a country outside the EEA.

28. We will only transfer Data outside the EEA where it is compliant with data protection legislation and the means of transfer provides adequate safeguards in relation to your data, e.g. by way of data transfer agreement, incorporating the current standard contractual clauses adopted by the European Commission, or by signing up to the EU-US Privacy Shield Framework, in the event that the organization in receipt of the Data is based in the United States of America.
29. To ensure that your Data receives an adequate level of protection, we have put in place appropriate safeguards and procedures with the third parties with whom we share your Data. This ensures your Data is treated by those third parties in a way that is consistent with the Data Protection Laws.

Links to other websites

30. This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

Changes of business ownership and control

31. SHP may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of SHP. Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the Data for the purposes for which it was originally supplied to us.
32. We may also disclose Data to a prospective purchaser of our business or any part of it.
33. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

Cookies

34. **What are cookies?** We may collect information using “cookies”. Cookies are small data files stored on the hard drive of your computer or mobile device by a website. We may use both session cookies (which expire once you close your web browser) and persistent cookies (which stay on your computer or mobile device until you delete them) to provide you with a more personal and interactive experience on our Site.
35. This Website may place and access certain Cookies on your computer. SHP uses Cookies to improve your experience of using the Website and to improve our range of products. SHP has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times.
36. All Cookies used by this Website are used in accordance with current UK and EU Cookie Law.
37. Before the Website places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling SHP to provide a better experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended.

38. This Website may place the following Cookies:

Type of Cookie	Cookies Name	Purpose
Strictly necessary cookies	_GRECAPTCHA, BIGipServerZebedee, and TS01237438	These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
Analytical/performance cookies	N/A	They allow us to recognize and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
Functionality cookies	N/A	These are used to recognize you when you return to our website. This enables us to personalize our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

39. You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser.

40. You can choose to delete Cookies at any time; however, you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalization settings.

41. It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

General

42. You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.
43. If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.
44. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.
45. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

Changes to this privacy policy

46. SHP reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the privacy policy on your first use of the Website following the alterations. You may contact SHP by email at info@shoosmithplumbing.com