

Privacy Policy



Updated on 20/05/2020

Privacy Policy

As a valued customer of PM Greenway Ltd, we want to keep you informed about the data we collect from you, how it is used and how we store it.

What information do we collect from you?

The information we collect from you when you contact us for our products and services are as follows:

- Name and Address
- Contact information, including telephone numbers and email addresses
- Details of your heating and plumbing
- Company information – For business users only

We also collect information when you voluntarily complete customer surveys or provide feedback through our website. Our website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visit. Our website complies to all UK national laws and requirements for user privacy.

Our website uses cookies to better the users experience whilst visiting the site. Where applicable, this website uses a cookie control system to allow or disallow the use of cookies on their device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer/device.

Why do we collect this information?

We collect this information to enable us to carry out our obligations to you to provide you with the services and products that you have requested from us and to allow us to keep you informed of ongoing plumbing and heating work at your property. We will also use your information to remind you of boiler service due dates.

We will never share your personal information with companies, organisations or individuals outside of PM Greenway Ltd unless the following circumstances apply:

Your personal information may be used by us, our employees, our sub-contractors and suppliers for us to obtain and deliver materials/components to undertake and complete services, repairs, and installations associated with works you have instructed us to carry out.

What do we do with your personal information?

Your personal information is stored on our Database and we will use this information:

- When you contact us because you require our services
- To contact you on the anniversary of your boiler service to ask you if you wish to arrange an appointment with us
- To provide us with a history of works completed at your property, which may assist with any further works you request from us

How long do we keep hold of your personal information?

The length of time that we will store your data will depend on the 'legal basis'. Generally, we will store your information for no longer than a period of 7 years from the date that works were carried out unless we are using that data under the following legal basis:

- We have a genuine and legitimate reason and we are not harming any of your rights and interests
- We are using/storing your information because it is necessary for the performance of the contract between you and us

Lawful Basis for collection Personal Data

The lawful basis for processing personal data are set out in Article 6 of the General Data Protection Regulations (GDPR) and are as follows:

- LEGITIMATE INTERESTS: the processing is necessary for our legitimate interests or the legitimate interests of a third party unless there is good reason to protect your personal data which overrides those legitimate interests
- CONTRACT: the processing is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract

Access to your information and correction

The Data Protection Act 1998 and GDPR gives you the right to request a copy of any information we hold about you. You also have the right to ask for inaccuracies in information to be corrected. A copy of the information held about you by us can be requested via email. Details of how to contact us can be found at the bottom of this policy.

Safeguarding your personal information

Ensuring that your information is secure is important to us. We have physical, managerial and electronic procedures in place to prevent unauthorised access or disclosure and to safeguard and secure the information we collect from you.

Changes to our Privacy Policy

We regularly review our policy and any changes/updates that we make to this privacy policy in the future will be posted on our website.

Contact Details

Website: www.pmgreenwayltd.co.uk

Email: info@pmgreenwayltd.co.uk

Tel: 07931849237