



Lee West Plumbing & Heating  
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## **PRIVACY POLICY**

### **Our Promise**

Lee West Plumbing & Heating Ltd will respect your privacy and ensure that all sensitive and personal information provided to us is lawfully processed and held in accordance to the Data Protection Act 1998. Personal/sensitive information is deemed to be any information that identifies a living individual.

### **Controlling your information**

Lee West Plumbing & Heating Ltd will control the data you supply and we agree to collect and control this information in accordance with the Data Protection Act 1998. Lee West Plumbing & Heating Ltd contact information can be found on the contact page of our website.

### **How do we collect information?**

We collect information from you when you submit an enquiry, visit our site, call us for information and send us an email. The information we collect is:

- \* Your name
- \* Your email address
- \* Your company name, address, telephone and fax number

### **Using your information**

We will only use the information you provide us with to:

- \* Make improvements to our service
- \* Action any requests you make
- \* Supply you with requested information
- \* Conduct market research

Lee West Plumbing & Heating Ltd will not sell or share your personal data with others.

### **Accuracy**

Lee West Plumbing & Heating Ltd will endeavor to keep all personal information that they store up to date. We will amend any information we find to be inaccurate or are informed is inaccurate at our earliest convenience.

To ensure compliance with the data protection act 1998 Lee West Plumbing & Heating Ltd are happy to supply you with any details they hold about you. There is a £10 admin fee for requests of this nature.

### **Online activities**

Lee West Plumbing & Heating Ltd collect information from your visit to our site. This information is only used to track browsing patterns and cannot be used to identify you personally.

### **Changes**

Lee West Plumbing & Heating Ltd reserve the right change this privacy policy at any time.

### **WEBSITE**

Like most websites, our website uses cookies which are small text files that are placed on your browsing device when you visit websites.

We make no attempt to identify individual users through use of this website. Nor will we make any attempt to track or identify individual users, except where there is a reasonable suspicion that unauthorised access to systems is being attempted or abusive content is being left within our site. We will not give information about you to anyone except for law enforcement agencies involved in fraud prevention and detection if we have a duty to do so.

Cookies are used for a number of reasons:

- Logging in and out of the website and remember your associated settings
- Allowing you to share pages with social networks like Facebook
- Letting us know about any problems with the website
- Helping us to understand how people use our website

We do not use cookies to:

- Collect any personally identifiable or sensitive information
- Pass personally identifiable or sensitive data to any third parties

Any cookies that may be used by this website are used either solely on a per session basis or to maintain user preferences. Cookies are not shared with any third parties.

You can learn more about all the cookies we use below:

### Your Consent

If your web browser is set to accept cookies we take this, and your continued use of our website, to mean that you understand how our site uses cookies and consent for that to happen. Should you wish to remove or not use cookies from our site please do so, however this may result in our website not functioning correctly for you.

More about our Cookies

### **Website Function Cookies**

We use cookies to make our website work including:

- Logging in and out
- Displaying search results

There is no way to prevent these cookies being set other than to not use our site.

### Third party functions

Our website includes functionality provided by third parties which may include, for example, embedded YouTube videos or social media sharing functions.

Disabling these cookies will likely break the functions offered by these third parties.

### Anonymous Visitor Statistics Cookies

We use cookies to report visitor statistics such as how many people have visited our website, what type of browser they are using, how long they spend on the site, and what pages they look at. This information does not contain any personal or sensitive information and is used solely for the purpose of making sure our website works properly.

Cookies used by this can be identified as:

- **\_\_utma, \_\_utmb, \_\_utmc, \_\_utmz** : [Google Analytics](#)  
We use Google Analytics to monitor traffic levels, search queries and visits to this website. Google Analytics stores IP address anonymously on its servers in the US, and neither we or Google associate your IP address with any personally identifiable information. These cookies enable Google to determine whether you are a return visitor to the site, and to track the pages that you visit during your session.

### Turning Cookies Off

If you do not wish to allow cookies to be saved on to your device you can disable them by adjusting the settings in your web browser. Please refer to the Help files for your web browser for instructions. Please do bear in mind, however, that this will affect the functionality of the websites you visit.

