Privacy Policy

Last updated: September 2026

Precise Eco Plumbing and Heating Ltd ("Precise Eco", "we", "us" or "our") is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, contact us or use our services.

1. Who we are

Precise Eco Plumbing and Heating Ltd is a company registered in England and Wales.

Company number: 13489578
Registered office: 42 Lytton Road, Barnet, EN5 5BY

For the purposes of UK data protection legislation, Precise Eco Plumbing and Heating Ltd is the data controller responsible for your personal information.

2. Information we may collect

We may collect personal information that you provide to us when you contact us by telephone, email or other direct means.

This may include:

- Your name
- Telephone number
- Email address
- Company or organisation name
- Address or project location
- Details relating to your enquiry or requirements
- Information provided in correspondence with us
- Information necessary to provide quotations, arrange work or provide our services

We may also collect limited technical information automatically when you visit our website, such as your IP address, browser type, device type and information about how you use the website. This information is generally used to maintain website security, functionality and performance.

3. How we use your information

We may use your personal information to:

- Respond to enquiries and requests for information
- Provide quotations and estimates
- Arrange and deliver our services
- Communicate with you about existing or potential work
- Maintain business and customer records
- Administer accounts and payments
- Meet legal, regulatory and accounting obligations
- Maintain the security and performance of our website and systems
- Improve our website, services and customer experience
- Deal with complaints or enquiries

We will only use your personal information where we have a lawful basis for doing so under applicable data protection legislation.

4. Lawful basis for processing

Depending on the circumstances, we may process your information because:

- It is necessary to take steps at your request before entering into a contract
- It is necessary for the performance of a contract with you
- We have a legitimate business interest in responding to enquiries and operating our business
- We are required to comply with a legal or regulatory obligation
- You have given consent where consent is required

Where we rely on consent, you may withdraw that consent at any time.

5. Sharing your information

We will not sell or rent your personal information to third parties.

We may share relevant information where necessary with trusted service providers and professional advisers who assist us in operating our business. These may include IT, website hosting, accounting, payment, software and professional service providers.

We may also disclose information where required by law, regulation, legal proceedings or a competent authority.

Where third parties process personal information on our behalf, we take reasonable steps to ensure that appropriate safeguards are in place.

6. How long we keep your information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including meeting legal, accounting, contractual and regulatory requirements.

The length of time information is retained will depend on its nature and the reason it was collected.

7. Keeping your information secure

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

8. Cookies and website technologies

Our website may use cookies and similar technologies to provide essential website functionality, understand website usage and improve performance.

Further information about the cookies used on our website and how you can manage them is provided in our **Cookie Policy**.

Where required by law, we will obtain your consent before using non-essential cookies or similar technologies.

9. Your data protection rights

Under UK data protection legislation, you may have rights including:

- The right to be informed about how your personal information is used
- The right to request access to personal information we hold about you
- The right to request correction of inaccurate or incomplete information
- The right to request deletion of personal information in certain circumstances
- The right to request restriction of processing in certain circumstances
- The right to object to certain processing
- The right to data portability where applicable
- The right to withdraw consent where processing is based on consent

These rights are subject to certain legal exceptions and may not apply in every circumstance.

If you wish to exercise any of these rights, please contact us using the details provided below.

10. Complaints

If you have concerns about how we have handled your personal information, we would encourage you to contact us first so that we can try to resolve the matter.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent supervisory authority for data protection.

Further information about making a complaint is available from the ICO website.

11. Third-party websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices, content or security of external websites.

We recommend reviewing the privacy policy of any third-party website you visit.

12. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, website, technology or legal requirements.

The latest version will always be published on this page, together with the date of the most recent update.

13. Contact us

If you have any questions about this Privacy Policy or wish to exercise your data protection rights, please contact Precise Eco Plumbing and Heating Ltd using the contact details published on our website.

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