

Privacy & Data Transparency Statement

DS Marsh Plumbing & Heating

At DS Marsh Plumbing & Heating, we are committed to protecting your privacy and being fully transparent about how we collect, use, store, and share your personal information.

Information We Collect

We may collect the following information when you contact us, request a quote, book services, or interact with our website or social media platforms:

- Name
- Address
- Email address
- Telephone number
- Details relating to your enquiry or service request
- Website usage information through cookies and analytics tools

How We Use Your Information

We use the information collected to:

- Provide plumbing and heating services
- Respond to enquiries and quotations
- Arrange appointments and communicate with customers
- Improve our website and customer experience
- Send service updates or follow-up communications
- Request customer feedback and reviews

We only collect information that is necessary for running and improving our business services.

How We Store Your Data

Your information is stored securely and only accessible to authorised members of our team. We take appropriate measures to protect your data from unauthorised access, misuse, or disclosure.

Sharing Your Information

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

In some cases, we may share limited information with trusted third-party providers where necessary for business operations, including:

- Website hosting providers
- Payment processors
- Review and marketing platforms
- IT and software support services

Any third parties we work with are expected to keep your information secure and only use it for agreed business purposes.

Reviews & Feedback

If you choose to leave a review or feedback through our review systems, your comments may be displayed publicly on our website, Google, or social media platforms depending on the platform used.

Cookies & Website Tracking

Our website may use cookies and analytics tools to help us understand how visitors use the site and improve performance. You can manage cookie preferences through your browser settings.

Your Rights

You have the right to:

- Request access to the information we hold about you
- Request corrections to inaccurate information
- Request deletion of your data where applicable
- Withdraw consent for marketing communications

Contact Us

If you have any questions regarding how your data is collected or used, please contact:

DS Marsh Plumbing & Heating

Email: stevemarsh1968@icloud.com

Phone: 07796270745

Website: <https://dsmarshplumbingandheating.co.uk/>