

Privacy Notice

1. Who We Are

Pruce Newman Pipework (“we”, “us”, “our”) provides pipework fabrication, installation, maintenance, and related services.

We are committed to protecting your personal data and respecting your privacy. This notice explains how we collect, use, and protect your information.

For any questions about this Privacy Notice or how we handle your data, please contact:

Email: info@prucenewman.co.uk

Phone: 01953 609662

Address: Ayton Road, Wymondham, Norfolk, NR18 0QJ

2. What Information We Collect

We may collect and process the following personal information:

- Name
- Address (property where work is carried out)
- Email address
- Telephone number
- Details about the services you require
- Payment information (where applicable)
- Communications between you and us (emails, messages, call notes)

We do not intentionally collect sensitive personal data.

3. How We Use Your Information

We use your information to:

- Provide quotes and carry out services
- Communicate with you about your enquiry or project
- Arrange appointments and site visits
- Issue invoices and process payments
- Maintain business records
- Comply with legal and tax obligations

We only use your data where we have a lawful basis to do so, including:

- To perform a contract with you
- To comply with legal obligations
- For our legitimate business interests (such as responding to enquiries)

4. Sharing Your Information

We do not sell your personal data.

We may share your information with:

- Accountants or professional advisers
- Payment providers
- Suppliers or subcontractors
- Legal or regulatory authorities if required by law

All third parties are required to respect the security of your personal data.

5. How We Store and Protect Your Data

We take reasonable steps to protect your personal information from loss, misuse, or unauthorised access.

Your data may be stored:

- On secure devices
- In password-protected email accounts
- In accounting or invoicing software

We retain personal data only for as long as necessary, including for tax and legal record-keeping requirements (typically up to 6 years in the UK).

6. Your Data Protection Rights

Under UK data protection law, you have the right to:

- Request access to your personal data
- Request correction of inaccurate data
- Request deletion of your data
- Object to or restrict certain processing
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, please contact us using the details above.

7. Cookies

We operate a website, that may use basic cookies to improve functionality and user experience. You can control cookies through your browser settings.

8. Changes to This Privacy Notice

We may update this Privacy Notice from time to time. The latest version will always be available upon request or on our website.