Privacy Notice

This privacy notice explains how we use any personal information we collect from you. We aim to meet the highest standards when collecting and using personal information in accordance with data protection law (GDPR May 2018). We will only use your data to administer your account and to provide the products and services you have requested from us.

What personal data do we collect?

We may collect some or all of the following personal data, through phone, the contact us page on this website, email or letters; we only collect what we need.

- Name
- Address
- Email Address
- Telephone Number
- Photographs of your property
- Payment Information
- Disability or chronic sickness information from customers that are claiming VAT disabled relief.

How do we process your personal data?

A & S Kingdon Ltd complies with its obligations under data protection legislation by:

- Keeping personal data up to date;
- Storing and destroying it securely;
- Not collecting or retaining excessive amounts of data;
- Protecting personal data from loss, misuse, unauthorised access and disclosure and
- Ensuring that appropriate technical measures are in place to protect personal data.

How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary and for a minimum period of six (6) years for invoicing and accounting purposes and warranty issues.

What is the legal basis for processing your personal data?

- Consent of the data subject (you)
- Processing this data is necessary for the performance of a plumbing, heating or electrical service we provide to the data subject
- Legitimate business interest

We use your personal data for the following purposes: –

- To enable us to provide quotations for requested work to our customers
- To carry out the requested work
- To manage contracted work on behalf of our customers
- To provide on-going support to our customers
- To provide manufactures guarantees and warranty’s
- To manage our employees
- To maintain our own accounts and records.

- To send reminders of services we offer – ie. boiler services, landlords oil/gas checks, legionella and electrical checks.
- To manage our supplier accounts and make payments to them

Sharing your personal data
Your personal data will be treated as strictly confidential. We do not pass your data onto 3rd parties for marketing purposes.

We will not share your personal information without your permission except under the following conditions:

- We may share personal information for legal, protection, and safety purposes.
- We may share information to comply with laws.
- We may share information to respond to lawful requests and legal processes.
- We may share information with our accountant or with HMRC.
- We may share information with suppliers in order to fulfil a requested job – i.e. (if we are sending a direct delivery from one of our suppliers to one of our customers or to provide a quotation for an element of a job)
- We may share information with those who need it to do work for us. (i.e. - sub-contractors for carpentry, tiling or building works)
- We may share information to provide a guarantee/warranty on a product supplied by us

Your rights and your personal data
Unless subject to an exemption under data protection legislation, you have the following rights with respect to your personal data : –

- The right to be informed about who we are and how and why we process personal data – this notice;
- The right to request a copy of your personal data which A & S Kingdon Ltd holds about you;
- The right to request that A & S Kingdon Ltd corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for A & S Kingdon Ltd retain such data;
- The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability).
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to lodge a complaint with the Information Commissioners Office:

You can contact the Information Commissioners Office on 0303 123 1113
or via email https://ico.org.uk/global/contact-us/email/
or at the Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

Further processing
If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and

processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Contact Details

To exercise all relevant rights, queries or complaints please in the first instance contact:

A & S Kingdon Ltd
60 Temple Street, Sidmouth, Devon, EX10 9BQ
Email: info@askingdon.co.uk
Telephone: 01395 513936

Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. Any changes will be made available via our website at
This privacy notice was last updated on 24th May 2018.