

## JTMP Moling and Water Supply Services: Privacy Notice

### 1. About JTMP Moling and Water Supply Services

When we say “JTMP”, “we”, “our” or “us”, we mean JTMP Moling and Water Supply Services. Our registered business address is 3 Acorn Business Centre, Northarbour Road, Portsmouth, PO6 3TH, and we operate mainly in Southern UK. See point 7 below or visit our [Contact Us | JTMP Services](#) webpage for more information on how to get in touch with us.

We are a reliable, professional and highly skilled water supply pipe and moling company. We install new water pipes, service and repair existing water pipes, and in addition offer a monthly subscription repair and maintenance contract to our customers called JTMP Protect. See our [Services | JTMP Services](#) page for more information on the services we offer.

### 2. What does this notice cover?

This privacy notice explains how and why we collect, handle and process personal data. When we say “personal data” we mean information that relates to you, and from which you can be identified. This also applies to personal data we collect from our website, in connection with any services we provide.

### 3. What information do we collect, how do we collect it, and why?

The personal data we collect includes:

- Personal details; title, full name
- Bank account details; account holders name, account number and sort code, direct debit details
- Contact details; postal address, email address, mobile and/or landline numbers

The personal data we collect depends on how you interact with us. We collect personal data:

**When you provide it to us directly.** This includes when you visit our website, request our services, or provide personal data directly through other interactions with us. For example, we ask for your billing information when you sign up for a subscription and collect your contact information and any other details you share when you ask for help and support. We will always endeavour to make it clear why we are collecting your personal data and for what purpose

**Automatically.** We collect some personal data about you automatically when you visit our website to request our services

**From third parties.** Although we collect the majority of personal data from you directly or automatically, sometimes we might collect it from your local water company. You will have been made aware of this prior to us receiving it, please refer to your local water company’s website for their privacy notice.

The purpose of collecting and using personal data:

**To deliver our services to you effectively and efficiently.** For example, to manage our relationship with you, sign you up to our services, facilitate and manage your subscription and/or enquiry.

**To communicate with you about our services.** For example, we may send you service updates, support messages or responses. We may contact you through a variety of channels, for example, by email, telephone, or SMS

**For legal and regulatory compliance purposes.** For example, to comply with any legal and regulatory obligations which apply to us, including responding to requests under data protection or other applicable laws

#### 4. Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR (General Data Protection Regulations). You can find out more about lawful bases on the ICO (Independent Commissioner’s Office) website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- Your right of access – you have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for
- Your right to rectification – you have the right to ask us to correct or delete personal information you think is inaccurate or incomplete
- Your right to erasure – you have the right to ask us to delete your personal information
- Your right to restriction of processing – you have the right to ask us to limit how we can use your personal information
- Your right to object to processing – you have the right to object to the processing of your personal data
- Your right to data portability – you have the right to ask that we transfer the personal information you gave us to another organisation, or to you
- Your right to withdraw consent – when we use consent as our lawful basis you have the right to withdraw your consent at any time

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact us weblink at the top of this privacy notice or refer below to point 6. How to contact us

Our lawful bases for collecting or using personal information to provide our services are:

- Consent – we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object
- Legitimate interests – we’re collecting or using your information because it benefits you and our organisation, without causing undue risk of harm to anyone else. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - We are collecting personal data to store on our customer database so that when they request our services under their subscribed agreement, we can easily find them on our records and confirm they are who they say they are

#### 5. How long do we keep personal data for?

We have a data retention policy and data will be retained as long as it serves a legitimate purpose, or until a request is made to erase or withdraw it, considering all legal and regulatory obligations

## 6. Who do we share personal data with?

We use a third party organisation called Go Cardless to assist us with collecting monthly subscription payments. They will not share your personal data with any other organisation and will hold and retain it securely for the period we instruct, or until your agreement with us ends.

## 7. Visiting our website and our cookie policy

We have fillable forms on our website for submitting general enquiries and subscribing to additional services that we offer. Personal data entered on our forms will be stored securely and where necessary used to administer services. We use a cookies tool on our website to gain consent for the additional cookies we use. Cookies that are necessary for security, accessibility and functionality are set and when visiting our website, you have the option to turn off non-essential or optional cookies. Most web browsers allow some control of cookies through browser settings.

## 8. How to contact us

If you would like to request further information about our Privacy Notice, or exercise any of your rights, you can contact us via email at [jtmp\\_services@outlook.com](mailto:jtmp_services@outlook.com) or write to us at

JTMP Molding and Water Supply Services Ltd  
3 Acorn Business Centre  
Northarbour Road  
Cosham  
Portsmouth  
Hampshire  
PO6 3TH

You can also contact the Information Commissioner's Office at <http://ico.org.uk/> or write to them at

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

JTMP endeavours to meet the highest standards when collecting and processing personal data and for this reason we take any complaints received about it very seriously. We welcome feedback and suggestions for improving our procedures and would kindly ask that any feeling of unfair, misleading or inappropriate collection of data by us is brought to our attention in the first instance.

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