

PLUMBPRICER

Privacy Policy

Website and business operations | Version 9 October 2026

Effective date: 9 October 2026. This notice explains how PlumbPricer uses personal information in its own business. It does not replace the privacy notice a contractor must give its own customers.

1. Controller and contact

PlumbPricer is the trading name of Samuel Mayo, a UK sole trader. PlumbPricer is controller for its business administration, enquiries, orders, payments and website operations. Contact: sam@plumbpricer.co.uk; plumbpricer.co.uk; business correspondence address: see the Legal Information page at plumbpricer.co.uk.

2. Information, purposes and lawful bases

People	Information	Purpose and lawful basis
Contractors and contacts	Name, business/contact details, enquiry, order, communications and delivery details	Answer enquiries; agree and perform an order (contract); administer the relationship, prevent fraud and protect the business (legitimate interests).
Contractor customers	Names, property address/postcode, contact details and project documents where supplied for an estimate	Prepare and deliver the agreed estimate as the contractor's processor, under its documented instructions.
Website visitors	Information entered into forms, technical/request data and essential service data	Run, secure and respond to the website and forms (legitimate interests); respond to a request (pre-contract steps).
Payees	Payment, invoice and transaction information	Take payment, maintain accounts, prevent fraud and meet legal obligations.

3. Sources and sharing

We receive information directly from contractors, through a submitted form, email or WhatsApp Business message, and from project documents they choose to provide. We share it only where necessary with service providers, professional advisers, regulators or authorities where required by law, or a buyer of the business subject to appropriate safeguards. We do not sell personal information or use contractor customer data for PlumbPricer marketing.

Provider	Role and use
Cloudflare	Hosts and protects the website and may process website request and security data.
Fillout (Zite/Restly), where enabled	Provides embedded contact and job-submission forms, including uploaded files and responses.
Google Workspace	Email, Drive and Sheets used to receive, store, prepare and deliver project information.
WhatsApp Business / Meta, where chosen	Contractor communications and attachments.
Stripe, PayPal and Monzo	Payment and banking services; each normally acts as an independent controller for its own payment, fraud-prevention, banking and regulatory processing.

4. International transfers

Some providers may process information outside the UK. Where a restricted transfer is involved, PlumbPricer uses the provider's applicable UK GDPR transfer mechanism, such as an adequacy regulation, the UK International Data Transfer Addendum or another appropriate safeguard, and makes reasonable and proportionate checks. Details of current provider terms and safeguards are available on request. For contractor customer data, the contractor's controller-processor arrangements are set out in the Data Processing Schedule.

5. Retention

Project working files and associated personal information are normally deleted 30 days after final delivery. Relevant information may be kept longer only for an ongoing revision, complaint, dispute, documented contractor instruction, security investigation or legal obligation. Accounting, tax, payment and invoice records are retained for the applicable statutory period. Enquiries not becoming an order are retained only for as long as reasonably necessary to respond and manage the relationship.

6. Your rights and complaints

Depending on the circumstances, you may ask for access, correction, erasure, restriction, portability or object to processing based on legitimate interests. **You have the right to object at any time to processing based on PlumbPricer's legitimate interests.** If we rely on consent, you may withdraw it at any time. For a contractor-customer data request, contact the contractor first because it is normally the controller; we will assist the contractor where required. Send requests to sam@plumbpricer.co.uk. You may complain to the Information Commissioner's Office at ico.org.uk. We do not make decisions based solely on automated processing that have legal or similarly significant effects.

7. Cookies

The website uses essential technical services necessary to deliver and protect the site and embedded forms. PlumbPricer does not state that it uses analytics, advertising or other non-essential cookies. If non-essential technology is introduced, an appropriate consent mechanism and updated notice will be provided before it is used.