

Osborn Plumbing

Website Compliance Documentation

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Prepared in accordance with TradeHelp compliance requirements

Contact Details

Telephone: 01702 299 649

Mobile: 07727 124 091

Email: ogosborn@aol.com

Privacy Policy

Last updated: June 2025

Who We Are

Osborn Plumbing is a plumbing repair, maintenance and installation business. We are committed to protecting your personal information and handling it responsibly. If you have any questions about how we use your data, please get in touch:

- Telephone: 01702 299 649
- Mobile: 07727 124 091
- Email: ogosborn@aol.com

What Personal Information We Collect

When you contact us or use our services, we may collect the following information:

- Your name, address and contact details (telephone number and email address)
- Details of the work you require or the services we have provided
- Payment and billing information
- Any other information you provide when enquiring about or booking our services

Why We Collect and Use Your Personal Information

We collect and use your personal information to:

- Provide you with our plumbing repair, maintenance and installation services
- Process bookings and manage your account with us
- Contact you about appointments, estimates and completed work
- Send invoices and process payments
- Send marketing communications about similar products and services by email

Each marketing email will include an unsubscribe link, and you may object to receiving marketing from us at any time by contacting us using the details above.

Our Lawful Basis for Handling Your Personal Information

Under UK GDPR, the lawful bases we rely on for processing your personal information are:

- Contract – to deliver our services and fulfil our agreement with you.
- Legal obligation – where required by law (for example, reporting to regulators such as HMRC).
- Legitimate interests – to send marketing about similar services, to work with professional service providers, or in the event of a business merger or acquisition.

For email marketing to existing customers, we rely on the soft opt-in in line with the Privacy and Electronic Communications Regulations (PECR).

What Happens If You Do Not Provide Your Personal Information?

If you choose not to provide the personal information we request, we may not be able to provide our services to you or respond to your enquiry.

Who We May Share Your Information With

We may share your personal information with the following third parties where necessary:

- Finance lenders or brokers, if you apply for a finance product
- Law enforcement agencies and regulators (for example, the FCA or HMRC) where required by law
- Professional advisers such as lawyers, accountants and compliance consultants, under confidentiality agreements
- Successor organisations if Osborn Plumbing is involved in a merger or acquisition

We do not sell your personal information to third parties.

How Long We Keep Your Personal Information

- We will retain your personal information for up to six years from the date we stop providing services to you.
- If you have consented to receive marketing communications, we will retain your contact details until you withdraw your consent or unsubscribe.

Your Rights Under UK GDPR

You have the following rights regarding your personal information:

- The right to access the personal data we hold about you
- The right to correct any inaccurate or incomplete data
- The right to request deletion of your data (once our services to you have ended and there is no other lawful reason to retain it)
- The right to restrict how we process your data in certain circumstances
- The right to object to processing based on our legitimate interests
- The right to data portability (for example, receiving your data in Excel or Word format)
- The right to withdraw consent at any time, where we rely on consent as our lawful basis

We will respond to all rights requests within one calendar month.

How to Contact Us About Your Data

To exercise any of your rights, or if you have questions about how we use your personal information, please contact us:

- Telephone: 01702 299 649
- Mobile: 07727 124 091
- Email: ogosborn@aol.com

How to Make a Complaint to the ICO

If you are unhappy with the way we have handled your personal information, you have the right to complain to the Information Commissioner's Office (ICO):

Online: <https://ico.org.uk/concerns/>

- Telephone: 0303 123 1113

We would, however, appreciate the opportunity to address your concern directly before you approach the ICO. Please do not hesitate to contact us in the first instance.

Cookie Policy

Last updated: June 2025

What Are Cookies?

Cookies are small text files that are placed on your device (computer, tablet or smartphone) when you visit a website. They help the site work properly, improve your browsing experience, and provide us with information about how visitors use our site.

How We Use Cookies

Cookies on the Osborn Plumbing website are used to:

- Help the site function correctly
- Remember your preferences to improve your experience on return visits
- Collect anonymous, aggregated statistics about how visitors use our website, so we can improve it over time

Google Analytics

The only cookies currently in use on our website are those set by Google Analytics. Google Analytics is a web analytics tool provided by Google that helps us understand how visitors find and use our website. It allows us to view reports on visitor behaviour so we can make improvements.

Google Analytics may collect information such as:

- Your approximate location (country/region)
- Your internet browser and operating system
- How you arrived at our website (for example, via a search engine or a link)
- The pages you visit and how long you spend on each page

This information is collected anonymously. Google Analytics does not identify you as an individual. The data is used solely to help us improve the content and usability of our website.

For more information about how Google uses this data, please visit:

<https://policies.google.com/privacy>

Opting Out of Google Analytics

You can opt out of Google Analytics tracking at any time without affecting your ability to use our website. Visit: <https://tools.google.com/dlpage/gaoptout> to install the Google Analytics opt-out browser add-on.

Managing Cookies in Your Browser

Most web browsers allow you to control cookies through their settings. You can choose to block or delete cookies at any time. Please be aware that disabling cookies may affect the functionality of this and many other websites you visit.

For guidance on managing cookies in your browser, please refer to your browser's help section or visit:

www.aboutcookies.org

Your Consent

By continuing to use the Osborn Plumbing website, you consent to the use of cookies as described in this policy. If you do not wish to accept cookies, please adjust your browser settings accordingly or use the Google Analytics opt-out tool.

If you have any questions about our use of cookies, please contact us:

- Telephone: 01702 299 649
- Email: ogosborn@aol.com

Complaints Policy

Last updated: June 2025

Our Commitment to You

Your satisfaction is important to us. If we have fallen short of the standards you expect, or if something has gone wrong, we want to hear from you. We will take your complaint seriously, investigate it thoroughly, and aim to resolve matters as quickly as possible. Your feedback also helps us to improve the service we provide.

How to Make a Complaint

If you wish to make a complaint, please contact us using any of the following methods:

- Telephone: 01702 299 649
- Mobile: 07727 124 091
- Email: ogosborn@aol.com

To help us deal with your complaint as efficiently as possible, please provide the following information when you get in touch:

- Your full name, address and telephone number
- Any reference number or previous correspondence relating to your complaint
- A clear description of the issue or concern you wish to raise

If you require us to communicate with you in a different format — such as large print or by telephone only — please let us know and we will do our best to accommodate your needs.

Step 1: Getting in Touch

Contact us using the details above. We will acknowledge your complaint and aim to resolve it straightaway wherever possible. If we are able to resolve your complaint immediately, we will write to you to confirm the outcome.

Step 2: Acknowledgement and Investigation

If we are unable to resolve your complaint immediately, we will write to you within three business days to confirm:

- Why we have not yet been able to resolve your complaint
- The name of the person who will be handling your complaint
- When you can expect to hear from us again

We will keep you informed of progress throughout the process. If you need an update at any time, please do not hesitate to contact us and ask to speak to the person handling your complaint.

Step 3: Final Response

We aim to issue a final response to all complaints within eight weeks of receiving them. If we are unable to do so within this timeframe, we will write to you to explain the reason for the delay and to indicate when you can expect our final decision.

Escalation: Complaints Relating to Finance Products

If your complaint relates to a product or service purchased through a finance agreement and we have been unable to resolve your complaint to your satisfaction, you may refer your complaint to TradeHelp Ltd:

- Write: Marchwiel Centre, Bryn Lane, Wrexham Industrial Estate, LL13 9UT
- Telephone: 01978 666887
- Email: info@tradehelp.co.uk

If your complaint specifically relates to the finance agreement itself (rather than the work carried out), we will forward your complaint to your credit provider. Your credit provider will acknowledge your complaint and provide their response within eight weeks.

The Financial Ombudsman Service

If you are not satisfied with the response from the credit provider, or if eight weeks have passed without a final response, you may be able to refer the matter to the Financial Ombudsman Service (FOS). You must do so within six months of the date of the lender's final response letter.

- Write: Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- Telephone: 0300 123 9 123
- Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Finance Information & Disclaimer

The following content is provided in three formats for use across the website: a full Finance Page section, a concise Footer Disclaimer, and a Finance Application Page notice.

A. Finance Page — Full Section

At Osborn Plumbing, we understand that unexpected plumbing repairs or major installations can represent a significant outlay. That is why we offer a range of flexible finance options to help spread the cost of your work into manageable monthly payments.

Finance is available subject to status and eligibility. To find out more about the options available to you, please get in touch:

- Telephone: 01702 299 649
- Email: ogosborn@aol.com

Important information about our finance service:

- Finance is provided by third-party lenders and is subject to credit approval.
- Osborn Plumbing acts as a credit broker, not a lender.
- Osborn Plumbing is an Appointed Representative of TradeHelp Ltd, which is authorised and regulated by the Financial Conduct Authority (FCA).
- Eligibility for finance will depend on your personal circumstances. Finance is available to UK residents aged 18 and over.
- You have the right to repay your agreement early. Early repayment charges may apply — please refer to your finance agreement for full details.
- Finance products may be interest-bearing or interest-free depending on the agreement offered. Full terms will be provided before you sign any agreement.
- If you have a complaint about a finance product, please refer to our Complaints Policy.

B. Footer Disclaimer

Finance is subject to status and eligibility. Osborn Plumbing acts as a credit broker, not a lender, and is an Appointed Representative of TradeHelp Ltd, authorised and regulated by the Financial Conduct Authority. Registered in England and Wales.

C. Finance Application Page Notice

Before you apply:

- Finance is subject to credit approval and your individual circumstances.
- You must be a UK resident aged 18 or over to apply.
- Completing this application does not guarantee the availability of finance.
- Osborn Plumbing acts as a credit broker, not a lender. Your application will be assessed by a third-party lender.
- Please ensure you read the full terms and conditions of any finance agreement before signing.
- If you have questions about your application, please contact us: 01702 299 649 or ogosborn@aol.com

