

Your Privacy

At O'Connell and Bean we are committed to maintaining the trust and confidence of our customers. We want you to know that we are not in the business of selling, renting or trading data with other companies or businesses for the purpose of marketing. We as a company just don't do that sort of thing.

Collection and use of personal information

Personal information means any information that may be used to identify you, such as, your name, title, phone number, shoe size, email address, or mailing address. In general, you can browse our web site without giving us any personal information.

We only use customers' information for the purpose of carrying out the work that we do.

We only store that information for the purpose of:

- Invoicing
- Handling customer queries, complaints or disputes.
- Sending out annual servicing reminders

The information we collect is your name, address, contact telephone numbers, email address and the name of anyone relevant to the work we need to carry out ie; a family member, agent, landlord, or tenant.

We may hold information in relation to the annual servicing of your boiler in order to maintain your boiler within the terms of your boiler guarantee.

We only share personal data within O'Connell and Bean by passing a works order to an engineer and occasionally to a supplier to be able to deliver goods needed directly.

Visitors to our website can contact us via an email link. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied.

Updating Your Personal Information

You are entitled to access, amend, or delete the personal information that we hold. Email your request to accounts@oconnellandbean.com or you can ring the office on 01539724602 and talk to one our team.

We may change this Privacy Policy from time to time and without notice, so make sure you check back occasionally. If we change our Privacy Policy, we will publish those changes on this page. If you have any questions or concerns about our

collection, use or disclosure of your personal information, please contact us on 01539 724602 or alternatively Email accounts@oconnellandbean.com. Thanks for reading all the way to the end. Now you can go and get on with your life.

To make sure we're always at the top of our game, we reserve our right to make any changes and updates to the privacy policy without giving you notice as and when we need to. We'll always make sure that the most up to date privacy policy is posted on our website, though, so you can check it out whenever you like.