

Privacy Policy

Who We Are

Drey Services Ltd is a plumbing and heating company based in South West London, specializing in domestic gas appliances, boilers, and heating systems. This privacy policy explains how we collect, use, and protect your personal data in accordance with the General Data Protection Regulation (GDPR).

What Information we collect

We may collect and process the following information:

- **Personal details:** Name, address, phone number, and email address
- **Service details:** Information about your property and the services we provide (e.g., boiler details, repair history)
- **Communications:** Emails, messages, and other correspondence with us

How We Use Your Information

We use your information to:

- Provide and manage the services you request
- Send invoices and process payments
- Respond to your queries and customer service requests
- Keep records for legal and accounting purposes

How We Share Your Information

We do not sell or share your personal data with third parties, except:

- When required by law or to comply with legal obligations
- With trusted third-party service providers (e.g., payment processors or subcontractors)

How We Protect Your Data

We implement technical and organizational measures to safeguard your data, including secure storage systems and limited access to personal information.

How Long We Keep Your Information

We retain your personal data only as long as necessary to provide our services, comply with legal obligations, or resolve disputes.

Your Rights

Under the GDPR, you have the right to:

- Access the data we hold about you
- Request corrections to your data
- Request deletion of your data (subject to legal requirements)
- Withdraw consent for data processing

Cookies

Our website may use cookies to improve user experience. You can disable cookies through your browser settings.

Contact Us

If you have any questions or concerns about this policy or your personal data, please contact us:

- Email: admin@dreyservices.co.uk
 - Phone: +44 7856 892436
 - Address: Brookwood House, 84 Brookwood Road, London, SW18 5BY
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Updates to This Policy

We may update this privacy policy from time to time. Any changes will be posted on our website with the updated date.