



Privacy Policy

Aquatrust Water & Ventilation Ltd and Aquatrust Water and Ventilation (Western Division) Ltd

(The above companies will be referred to as Aquatrust throughout this document)

Aquatrust acknowledges that you care about how your information is used and shared, within this Privacy Policy it explains what information we will collect including when you access the website and client portal (Zetasafe) and how the information will be used. Aquatrust will not use or share your information with anyone that has not been identified in this policy. This Privacy Policy does not apply to information we collect by other means or from other sources. The use of information collected through our sites shall be limited to the purposes under this Privacy Policy.

What Information we Collect and How

When contacting Aquatrust; we may collect personal information about you, in regards to your full name, phone number, email address and address, Technical Data collected may include internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, and other technology on the devices you use to access our website or client portal.

If you no longer wish to receive promotional emails, you may opt out of them at any time by contacting the email address provided in this policy.

Aquatrust collects information under the direction of its clients and may not necessarily have a direct relationship with the individuals whose data it may process. We may from time to time need to transfer personal information to companies that help us fulfil our service. Transfers to subsequent third parties are covered by the Service Level Agreement with our clients.

Any information that an individual seeks to access, or correct, amend or delete inaccurate data should direct their query to Aquatrust (the data controller) at the email address provided in this policy. Should the request be to remove data, Aquatrust will respond within a reasonable timeframe.

Aquatrust will retain personal data that we process on behalf of our clients for as long as needed/necessary to provide our services; we will retain this personal information for as long as necessary to comply with our legal obligations, resolve disputes and to fulfil our service level agreements.

Third-party links

Our website includes links to third-party websites, including social media, plug-ins and applications. By clicking on any of the links or enabling connections with them, it may allow the third parties to collect or share data about you. Aquatrust do not control these third-party websites and recommend you read the privacy notice of every website you visit.

Sharing your Information

Aquatrust will not sell your personal information to others. It may be stored in locations outside the direct control of Aquatrust (for example, on servers or databases co-located with hosting providers). Any personal information you elect to make publicly via websites such as reviews or posting comments, will be available to others. Should you remove information that you have made public on these sites, copies may remain viewable in archived pages of those sites.

Aquatrust is proud to receive testimonials regarding our standard of work, we do like to display personal testimonials on our website, with your consent, and it maybe we post your testimonial along with your name. If you wish to update or delete/remove your testimonial, you can contact us at the email address provided in this policy.

Should Aquatrust be required to share your Information by law, as subject to any legal proceeding or if we reasonably believe that such action is necessary to comply with the law and the reasonable requests of law enforcement Aquatrust will comply.

If Aquatrust choose to divest/transfer/sell the company (including any shares), services and assets. Information such as client names, numbers and email addresses along with other client portal information may be among the items sold or transferred in these types of transactions. We may also sell, assign or otherwise transfer such information in the course of corporate divestitures, mergers, acquisitions, bankruptcies, dissolutions, reorganisations, liquidations, similar transactions or proceedings involving the either companies. You will be notified in writing of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

In the event that Aquatrust compromises any Personal Information as a breach of security, Aquatrust will promptly notify our clients in compliance with applicable law, including notifying the ICO.

If you have any questions about this Privacy Policy the contact

enquiries@aquatrust.co.uk