

# PRIVACY POLICY

Sachin Electrician & Plumber Services

WEBSITE

\ {domainnamehere}

EFFECTIVE DATE

\ {datehere}

This Privacy Policy explains how **Sachin Electrician & Plumber Services** collects, uses, stores, and protects the personal information you provide when using our website or contacting us for services. By submitting your details through our website, you agree to the practices described in this policy.

## 01 INFORMATION WE COLLECT

When you use our website or contact us through any form or channel, we may collect the following information:

DATA TYPE	WHAT IT INCLUDES	COLLECTED VIA
Full Name	Your first and last name	Contact / Booking Form
Email Address	Your personal or business email	Contact / Booking Form
Phone Number	Your mobile or landline number	Contact / Booking Form
Service Name	The type of service you are requesting	Service Request Form
Service Details	Description of the issue or work needed	Service Request Form
Feedback Category	Nature/type of feedback submitted	Feedback Form
Feedback Details	Full description of your feedback	Feedback Form

We only collect information that is **voluntarily submitted by you**. We do not collect any information automatically unless stated otherwise in this policy.

## 02 HOW WE USE YOUR INFORMATION

The information you provide is used solely for legitimate business purposes:

PURPOSE	DESCRIPTION
<b>Respond to Enquiries</b>	To reply to questions or service requests submitted via our website or contact forms.

<b>Schedule Appointments</b>	To arrange service visits, confirm bookings, and coordinate timings with you.
<b>Provide Requested Services</b>	To understand your service needs and deliver the appropriate electrical or plumbing work.
<b>Customer Communication</b>	To send updates, confirmations, or follow-ups related to your service request.
<b>Process Feedback</b>	To review your feedback and improve the quality of our services.

### 03 HOW WE STORE YOUR DATA

All information submitted through our website is stored using the following trusted tools:

STORAGE METHOD	PURPOSE
<b>Google Sheets</b>	Form submissions and service requests are recorded in a secure, access-controlled Google Sheets document.
<b>Email (Gmail)</b>	Enquiries and contact form submissions may be delivered directly to our business email inbox, which is accessible only by authorised personnel.

■ Data is stored on Google's secure servers, which are protected by industry-standard encryption and security protocols. Access to stored data is limited to authorised business personnel only.

### 04 WHO CAN ACCESS YOUR DATA

Access to your personal data is strictly limited to:

- The owner and authorised staff of **Sachin Electrician & Plumber Services**
- Personnel directly involved in fulfilling your service request

■ No third party, contractor, or external individual is granted access to customer data without explicit business necessity and appropriate authorisation.

### 05 DATA SHARING STATEMENT

■ We do **NOT** sell, rent, trade, or share your personal information with any third party for marketing or commercial purposes.

Your data may only be shared in the following limited circumstances:

- **Service Operations:** Sharing with sub-contractors or field technicians strictly on a need-to-know basis to fulfil your service request.
- **Legal Compliance:** If required by law, court order, or a lawful request from a government authority.

*In all cases, data sharing is kept to the minimum necessary and handled responsibly.*

## 06 SECURITY MEASURES

We take reasonable and practical measures to protect your personal information from unauthorised access, loss, misuse, or disclosure. These include:

- Storing data in access-controlled Google Sheets with restricted sharing permissions
- Using secured, password-protected email accounts for all business communications
- Limiting data access to authorised business personnel only
- Not storing sensitive financial or government identification information

**Please note:** No method of electronic storage or internet transmission is 100% secure. While we strive to protect your data, we cannot guarantee absolute security.

## 07 COOKIES & ANALYTICS

At this time, our website does **not** use advertising cookies or tracking tools that collect personal data without your knowledge.

In the future, if analytics tools (such as Google Analytics) or embedded features (such as Google Maps) are added to the website, this policy will be updated to reflect those changes, and a cookie notice will be displayed accordingly.

## 08 YOUR RIGHTS

You have the right to make requests regarding your personal data at any time:

RIGHT	WHAT IT MEANS
↘ <b>Access</b>	Request a copy of the personal information we hold about you.
↘ <b>Correction</b>	Ask us to correct any inaccurate or outdated information.
↘ <b>Deletion</b>	Request that we delete your personal data from our records, where legally permissible.
↘ <b>Opt-Out</b>	Request that we stop using your data for communications or follow-ups.

*To exercise any of these rights, please contact us using the details in Section 9 below. We will respond to your request within a reasonable timeframe.*

## 09 CONTACT INFORMATION

For any privacy-related questions, concerns, or data requests, please contact us:

Business Name	<b>Sachin Electrician &amp; Plumber Services</b>
Website	<i>\ {domainnamehere}</i>
Email Address	<i>\ {businessemail@email.com}</i>
Phone Number	<i>\ {phonenumberhere}</i>

## 10 CHANGES TO THIS PRIVACY POLICY

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be reflected on this page with a revised effective date. We encourage you to review this policy periodically. Continued use of our website after any changes constitutes your acceptance of the updated policy.

This Privacy Policy applies to the website and services of Sachin Electrician & Plumber Services. Fields marked *\* are editable — fill them in before publishing. Governed under applicable Indian law.