

HOME HEAT U.K LTD PRIVACY POLICY

Home Heat U.K Ltd ('HH, 'we', 'our', 'us') takes your privacy very seriously. Please read this privacy policy carefully as it contains important information on who we are and how and why we collect, store, use and share any information relating to you (your personal data) in connection with our website and the services we provide. It also explains your rights in relation to your personal data and how to contact us or a relevant regulator in the event you have a complaint.

We ask that you read this privacy notice carefully as it contains important information on:

- who we are;
- how and why, we collect, store, use and share personal information;
- your rights; and
- how to contact us and supervisory authorities in the event you have a complaint.

Any personal information we collect is held with due care and security. Your visit to our website and your use of any of the services we provide is also subject to our website terms and conditions a copy of which can be found [here](#).

Who we are

Home Heat U.K Ltd (Home Heat) a UK registered company with company number 08388344 and its registered offices at Unit 6 Poynters Lane, Shoeburyness, Southend-On-Sea, England, SS3 9TS are an emergency assistance and emergency repairs company for Central Heating systems which provides amongst other things Central Heating systems and repairs, Boiler installation and power flushing. please see <https://homeheatuk.net/> for more information about us.

We use and collect Personal Data about you to provide you with our services. When we do so we are subject to the UK General Data Protection Regulation (UK GDPR) which applies across the United Kingdom and EU GDPR which applies across the United Kingdom and European Union. We are responsible as 'controller' of that personal information for the purposes of those laws.

Our website

This privacy policy relates to your use of our website, <https://homeheatuk.net/>.

Our collection and use of your personal information

We collect personal information about you when you access our website, contact us, send us feedback, and when we provide our products or services.

We collect this personal information from you either directly, such as when you, contact us or we provide our products or services to you or indirectly, such as when you are browsing activity while on our website (see 'Cookies' below).

We collect and process the following types of personal data:

- **Your contact details:** this is information that allows us to contact you directly in relation to providing our products or services this would include;
 - your name;
 - email address;
 - telephone number; and
 - address.
- **Transaction and payment information:** your finance information such as credit/debit card details and bank account details you provide to make payment for the products and services you purchase from us.
- **Delivery of Products and/or Services:** Information relating to delivery of our products and services to you.

When you browse our website, we may also collect:

We use this personal information to:

- verify your identity;
- provide goods and services to you;
- customise our website and its content to your particular preferences;
- notify you of any changes to our website or to our services that may affect you;
- improve our services;

This website is not intended for use by children, and we do not knowingly collect or use personal information relating to children.

Our legal basis for processing your personal information

When we use your personal information, we are required to have a legal basis for doing so. There are various legal bases on which we may rely, depending on what personal information we process and why.

The legal bases we rely on include:

- **consent:** where you have given us clear consent for us to process your personal information for a specific purpose.

- **contract:** where our use of your personal information is necessary for a contract, we have with you, or because you have asked us to take specific steps before entering a contract.
- **legal obligation:** where our use of your personal information is necessary for us to comply with the law (not including contractual obligations).
- **legitimate interests:** where our use of your personal information is necessary for our legitimate interests or the legitimate interests of a third party (unless there is a good reason to protect your personal information, which overrides our legitimate interests).

Further information—the personal information we collect, when and how we use it

For further details on when we collect personal information, what we collect as well as how we use it, please read the following sections:

When information is collected	What information we ask for	How and why we use your information
<ul style="list-style-type: none"> • Providing our products and or services to you and maintenance of the products we repair or install; • Take payment for our products and services and debt collection; and • To deliver service communications. 	<p>Contact details:</p> <p>your name;</p> <p>email address;</p> <p>telephone number;</p> <p>address; and</p> <p>credit/debit card details.</p>	<p>We ask for this:</p> <ul style="list-style-type: none"> — to enable us to provide our emergency assistance Central Heating Products and Emergency Central Heating repair services to you; — to communicate with you in relation to our products and services. <p>Our primary legal basis for processing your personal data is through consent and our contractual agreements in place with you.</p> <p>In addition, we process your personal data because we have a legitimate interest to improve the services, we provide to you, or to identify new services you might be interested in, or to advertise our services to you.</p> <p>We will keep this information until:</p> <ul style="list-style-type: none"> — the end of the contractual; and or — we close all matters with you.

When information is collected	What information we ask for	How and why we use your information
When you access our website	Browsing behaviour	<p>We collect Information about your online browsing behaviour on our website and information about when you click on our advertisements and</p> <p>Information about any devices you have used to access our services (including the make, model and operating system, IP address, browser type and mobile device identifiers);</p> <p>This information is collected to review and improve the accuracy of the data we hold;</p> <p>Improve and measure the effectiveness of our marketing communications, including online advertising.</p>
Personal data collected from other publicly available sources	what information is collected	<p>We will from time to time gather personal data from other sources such as specialist companies that supply information, online media channels, and public registers.</p> <p>This information is collected to review and improve the accuracy of the data we hold;</p> <p>Improve and measure the effectiveness of our marketing communications, including online advertising.</p>

Who we share your personal information with

We routinely share your personal data with our engineers and third parties in relation to the performance of our emergency assistance in relation to Central Heating Products and Emergency Central Heating repair services to you. For a list of *'our third-party suppliers'* contact our office on 08007720534

This data sharing enables us to provide you with our products and services and dispatch products you order directly to you.

We will not share your personal information with any other third party unless it is with law enforcement or other authorities if required by applicable law.

Whether information has to be provided by you, and if so why

We require you to provide us with the personal data to enable us to provide our emergency assistance Central Heating Products and Emergency Central Heating repair services to you. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

However, if you do not provide us with it, we will not provide services.

The impact of our use of your personal information

Without the processing of your personal data, we would be unable to offer, or provide our services to you.

Transfer of your information out of the UK and EEA

We may transfer your personal information outside of the UK and EEA to countries which do not have the same data protection laws as the UK and EEA (such as the USA). While the European Commission has not given a formal decision that such countries provide an adequate level of data protection similar to those which apply in the UK and EEA, any transfer of your personal information will be subject to suitable relevant safeguards e.g. European Commission approved contract that are designed to help safeguard your privacy rights and give you remedies in the unlikely event of a misuse of your personal information.

If you would like further information, please contact 08007720534, our Data Protection Manager is [Andrew Wall]. We will not otherwise transfer your personal data outside of the UK and EEA or to any organisation (or subordinate bodies) governed by public international law or which is set up under any agreement between two or more countries.

Cookies and other tracking technologies

A cookie is a small text file which is placed onto your device (e.g., computer, smartphone or another electronic device) when you use our website.

When you consent to cookies on our website, these are used to do the following:

- Improve the way our website works and improve the way our website interacts with you so that we can personalise your experience. Please note the cookies on our website mostly collect data that is aggregated and anonymous.
- Help us deliver online advertising that we believe is most relevant to you on our websites and other organisations websites and social media. Cookies used for this purpose are often placed on our websites by specialist organisations to deliver relevant online advertising, which includes via social media.

Cookies used for this purpose are often placed on our websites by organisations providing specialist services to us. These cookies may collect information about your online behaviour, such as your IP address, the website you arrived from and information about your purchase history or the content

of your shopping basket. This means that you may see our adverts on our websites and on other organisations websites. You may also see adverts for other organisations on our websites.

Cookies can help improve our marketing communications through telling us if you have seen a specific advert, and how long it has been since you have seen it. This information allows us to measure the effectiveness of our online advertising campaigns and control the number of times you are shown an advert.

We have third parties who operate through our website. Our key partners are listed below with information about the services they provide to us. This list is not exhaustive, but it does include those partners whom we have an established relationship and whose cookie technologies are most frequently deployed through our services.

Cookies for measurement and personalisation

- Google
- Social media outlets being Facebook, Twitter.

You can use your browser settings to accept or reject new cookies and to delete existing cookies. You can also set your browser to notify you each time new cookies are placed on your computer or another device. You can find more detailed information about how you can manage cookies through your browsers help function.

You can also manage advertising related cookies used on our website and through our services provided to you by opting-out through the service providers listed above or by visiting the YourOnlineChoices website. Where we display personalised adverts on other organisations' websites, the AdChoices icon will usually be displayed. Clicking on this icon will provide you with specific guidance on how to control your online advertising preferences. More information is available on the YourAdChoices website.

Marketing

We would like to send you information about our products and services and special offers, which may be of interest to you. Where we have your consent or it is in our legitimate interests to do so, we may do this by post, email, telephone, text message (SMS) or automated call.

If you have previously agreed to being contacted in this way, you can unsubscribe at any time by:

—contacting us at info@homeheatuk.net;

—using the 'unsubscribe' link in emails or 'STOP' number in texts;

It may take up to 7 days for this to take place.

For more information on your rights in relation to marketing, see 'Your rights' below.

Your rights

Under UK GDPR and the General Data Protection Regulation (EU GDPR) you have several important rights. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information;
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address;
- require us to correct any mistakes in your information which we hold;
- require the erasure of personal information concerning you in certain situations;
- receive the personal information concerning you which you have provided to us, in a structured, commonly used, and machine-readable format and have the right to transmit those data to a third party in certain situations;
- object at any time to processing of personal information concerning you for direct marketing;
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- object in certain other situations to our continued processing of your personal information;
- otherwise restrict our processing of your personal information in certain circumstances;

If you would like to exercise any of those rights, please:

- email us at info@homeheatuk.net; call or write to us at the address set out below, and our Data Protection Officer will revert to you;
- let us have enough information to identify you (i.e., your registration details for the product or services requested from us);
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know the information to which your request relates, including any purchase documents or reference numbers, if you have them.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that our Data Protection Officer can resolve any query or concern you raise about our use of your information.

The UK GDPR and EU GDPR also gives you the right to lodge a complaint with a supervisory authority, in a European Economic Area state or in the United Kingdom if you work, normally live or if any alleged infringement of data protection laws occurred in the relevant state. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

Changes to this website privacy policy

This website privacy policy was published on 23rd June 2021.

We may update this privacy policy from time to time to ensure they are always up to date and accurate. Any amendments to our policy will be updated on this page, and we will continue to communicate any significant changes to you.

How to contact us

Please contact us, or, our Data Protection Officer, if you have any questions about this privacy notice or the information, we hold about you.

If you wish to contact us, or, our Data Protection Officer, please send an email to info@homeheatuk.net, call 0800 772 0534 or write to:

Unit 6 Poynters Lane,

Shoeburyness,

Southend-On-Sea,

England,

SS3