

# CentraHeat Heating & Plumbing Ltd

## CLIENT PRIVACY NOTICE

CentraHeat Heating & Plumbing Ltd is committed to protecting the privacy and security of your personal information and we will always treat you and your data with the respect you deserve.

This Privacy Notice covers how we collect, use, store and disclose the data that you supply to us and your rights about data that we hold about you. It applies to current and past clients.

### The information we collect about you

Personal information means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). We collect, store, and use the following categories of personal information about you:

1. Contact details  
Title / Name / Address (including postcode)  
Landline and/or mobile telephone numbers  
Email address(es)
2. Work address(es)  
Any additional addresses where work is carried out for you
3. Job history  
A history of the work carried out for you by us, including invoices and details of payments  
The date we first recorded your information
4. Payment card  
Details of your debit/credit card when you choose this method of payment
5. Service plan  
A record of whether you have joined a service plan
6. Client source  
A note stating how you heard about CentraHeat

### How the information is collected

In most cases, we collect personal information directly from you (the data subject). Sometimes, it is provided by a third-party, e.g. a letting agent or landlord, or someone acting on your behalf.

The information is usually collected over the phone, by email, or from an enquiry form you submit via our website.

### How the information is stored

The information identified above (except payment card information) is stored in our job management software and our accounting software and may also be stored in email records.

Payment card information is keyed directly into our card reader and is not written down or stored electronically by CentraHeat. The receipt printed by the card reader is securely kept in a locked filing cabinet for the length of time required by the card provider, or the length of time necessary for our accounting purposes, whichever is the longer. This receipt does not include the security code from the back of your payment card.

### When we will use your personal information

We need most of the information identified above in order to deliver services to you and operate our business. We may use your personal information to pursue other associated legitimate interests of our own or those of third parties (provided your interests and fundamental rights do not override those interests).

Failure to provide your personal information is likely to make it impossible for us to do business with

you.

We will process your personal information as follows:

<b>Reason for processing</b>	<b>Data categories included</b>
To arrange and complete work requested by you, for example: <ul style="list-style-type: none"><li>- making appointments and sending appointment confirmation details</li><li>- attending the property and carrying out the agreed work</li><li>- liaising with third-parties acting on your behalf (e.g. landlords, letting agents, tenants)</li></ul>	1, 2, 3, 5
To send invoices and collect payment: <ul style="list-style-type: none"><li>- sending invoices and payment receipts</li><li>- sending credit control letters</li></ul>	1, 2, 3, 4, 5
To send reminders where appropriate: <ul style="list-style-type: none"><li>- when a landlord's gas safety certificate is due for renewal</li><li>- when an annual boiler service is due</li></ul> We only send these reminders if we have carried out gas safety inspections for you previously, or we have installed/serviced a boiler for your previously, or you have asked us to do so. We will not send them if you have asked us not to.	1, 2, 3
To notify you of offers and/or new products services <ul style="list-style-type: none"><li>- see IMPORTANT NOTE below</li></ul>	1, 5
To analyse how our clients choose CentraHeat <ul style="list-style-type: none"><li>- we do not record this if you choose not to say how you heard about CentraHeat</li></ul>	6

#### IMPORTANT NOTE:

We do not expect our recording and storing of your personal data to have any significant or adverse impact on you. We are happy to explain to you in person the ways in which your data will be used and to answer any specific questions you may have about this.

In circumstances where we send unsolicited information to you (e.g. marketing of offers or new products/services), this is carefully restricted and monitored, to ensure that you do not feel bombarded with marketing or overwhelmed by it.

It is in both CentraHeat's and your interest to keep this marketing to a level where you find it helpful rather than intrusive. If you ask us not to send you this information, we will not do so.

#### **When we will pass your personal information on to others**

We sometimes need to share your personal information with third-parties, for example

- sub-contractors involved in the delivery of work agreed with you
- businesses/organisations that support us in running CentraHeat (e.g. accountant, IT support provider)

In circumstances where we need to pass client data to a third-party, these third-parties will have confirmed that they will use the data responsibly and only for the agreed purpose, in line with our GDPR policies and practices.

Where the involvement of a sub-contractor has not been previously identified as part of the documented project plan, we will inform you of our intention to pass your data on and, where appropriate and practicable, request your consent to do so.

#### **What we will NOT do with your personal information**

We do not use the data in ways that you might not reasonably expect. For example, we never pass data on to third parties for their marketing purposes

### **Access to your information and changes/corrections**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please contact in any of the ways listed at the end of this document.

We rely on you to inform us of any changes to your personal data. As soon as we are told of any changes or corrections, we update our records accordingly.

### **Changes to our privacy policy**

We keep our privacy policy under regular review and an up-to-date copy is available on our website or by contacting us in any of the ways listed at the end of the document.

### **Using our website**

Cookies are text files placed on your computer when you visit our website, to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website, to compile statistical reports on the website activity and to enhance the user experience. For further information, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org). You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

### **How to contact us**

Please contact us if you have any questions about this privacy policy or the information we hold about you. You can contact us in any of the following ways:

- by email: [office@centraheat.co.uk](mailto:office@centraheat.co.uk)
- by phone: 01793 878636
- via our website: [www.centraheat.co.uk](http://www.centraheat.co.uk)
- by post: Bowman House, Bowman Court, Whitehill Lane, Royal Wootton Bassett, SN4 7DB