

Privacy notice for SIMON ANNEAR PLUMBING & HEATING LTD

Simon Annear Plumbing & Heating Ltd is committed to protecting your privacy and security. This policy explains how and why we use your personal data, to ensure you remain informed and in control of your information.

You can decide not to receive communications or change how we contact you at any time. If you wish to do so please contact Simon Annear Plumbing & Heating Ltd, Customer support Services in writing to Simon Annear Plumbing & Heating Ltd, Trevisson Park, Chiverton Cross, Truro TR4 8UN or 01872 271953 (lines are open Mon - Fri 8am to 5pm or by email to info@heatingcornwall.co.uk). We will never sell your personal data and will only share it with organisations or subcontractors, such as manufacturers, builders, electricians etc where necessary, your privacy and security are guaranteed.

Questions?

Should you have any questions in relation to this policy or how we use your personal data please contact Simon Annear Plumbing & Heating Ltd, in writing to Simon Annear Plumbing & Heating Ltd, Trevisson Park, Chiverton Cross, Truro TR4 8UN or call us on 01872 271953 (lines are open Mon - Fri 8am to 5pm or by email to info@heatingcornwall.co.uk)

About Us.

Your personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) will be collected and used by Simon Annear Plumbing & Heating Ltd. (Registration number 6248772)

We respect your privacy and are determined to protect your personal data. The purpose of this privacy notice is to inform you how we look after your personal data when you visit our website. We'll also tell you about your privacy rights and how the data protection law protects you. This privacy notice is provided in a layered format, so you can click through to the specific areas set out below.

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1. WHO WE ARE AND IMPORTANT INFORMATION

What is the purpose of this privacy notice?

This privacy notice aims to give you information on how we collect and process your personal data

through your use of this website.

This website is not intended for children and we do not knowingly collect data relating to children. You must read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Data controller(s)

Simon Annear Plumbing & Heating Ltd is the controller and is responsible for your personal data (collectively referred to as Simon Annear Plumbing & Heating Ltd, "we", "us" or "our" in this privacy notice). Our contact details are Simon Annear Plumbing & Heating Ltd, Trevisson Park, Chiverton Cross, Truro TR4 8UN Tel: 01872 271953. For all data matters contact Simon Annear Plumbing & Heating Ltd, info@heatingcornwall.co.uk or 01872 271953.

Third-party links outside of our control

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

2. THE PERSONAL DATA WE COLLECT ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. You can find out more about personal data from the Information Commissioners Office.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows, this includes information you give when requesting a survey, placing an order, or communicating with us.

Identity Data includes personal details first name/last name/title.

Contact Data includes billing address/delivery address/email address/ telephone numbers.

Financial information - payment information such as amount paid and by which method. We do NOT keep payment card details.

Details of your interests or your preference to our products, any issues which may occur with any of our product, installations or procedures.

Information we generate:

We conduct research and analysis on the information we hold, which can in turn generate personal data. For example, by analysing your interest and involvement with our work, we may be able to build a profile, which helps us to decide which of our communications are likely to interest you, such as offers on fuel, sale items and open days.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

If you fail to provide personal data

Where we need to collect your personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us. We will notify you if this is the case at the time.

3. HOW WE COLLECT YOUR PERSONAL DATA

We use different methods to collect data from and about you including through the following: Directly. You may give us your Identity, Contact and Financial Data, by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you.

Apply for our products or services;

Contact us from our website;

When you request a service or place an order for a product or service or information;

Request marketing to be sent to you.

4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances, as a record of your purchase or service supplied by us for reference when ordering or requesting future purchases or services.

Performance of Contract this means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Legitimate Interest this means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the most secure experience. Your details are not given to third parties unless directly involved in works.

Comply with a legal or regulatory obligation this means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to. Generally, we do not rely on consent as a legal basis for processing your personal data. You have a right to withdraw from consent to marketing at any time by contacting us by post to Simon Annear Plumbing & Heating Ltd, Trevisson Park, Chiverton Cross, Truro TR4 8UN, Tel: 01872 271953 or Email: info@heatingcornwall.co.uk

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, with the legal bases we rely on to do so.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact Simon Annear Plumbing & Heating Ltd if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

We have established the following personal data control mechanisms:

Promotional offers from us

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you.

You will receive marketing communications from us if you have requested information from us or purchased goods or services from us, or if you provided us with your details when you entered a

competition or registered for a promotion and in each case, you have not opted out of receiving that marketing.

Third-party marketing

We do not share your personal data to or for any external purpose, person or company for third party marketing.

Opting out

You can ask us to stop sending you marketing messages at any time by clicking unsubscribe at the bottom of an email, by email: info@heatingcornwall.co.uk or by letter to Simon Annear Plumbing & Heating Ltd, Trevissome Park, Chiverton Cross, Truro TR4 8UN. This will not affect personal data provided to us as a result, of a product or service purchase, warranty registration or other transaction but will stop any marketing contact.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

Use of Cookies

This website uses cookies to better the users experience while visiting the website. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device.

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website. Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computers hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information <http://www.google.com/privacy.html>.

Other cookies may be stored to your computers hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact Simon Annear Plumbing & Heating Ltd, by email: info@heatingcornwall.co.uk, post: Simon Annear Plumbing & Heating Ltd, or phone: 01872 271953.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5. WHO WE SHARE YOUR PERSONAL DATA WITH

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 4 above.

- Internal Third Parties any Simon Annear Plumbing & Heating Ltd staff.
- External Third Parties, subcontractors working for Simon Annear Plumbing & Heating Ltd.
- Providers acting as processors based UNITED KINGDOM who provide IT and system administration services.
- Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers based the United Kingdom who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the United Kingdom who require reporting of processing activities in certain circumstances.
- Third parties working for you such as gas engineers and electricians
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. INTERNATIONAL TRANSFERS

We do not transfer your personal data outside the European Economic Area (EEA).

7. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who

have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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

8. HOW LONG WE STORE YOUR DATA

We will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored for depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing emails, we will stop storing your emails for marketing purposes and keep a record of your preference not to be emailed. We will hold information about what product or service you have received from us so we are able to fulfil our contractual obligation. If you require our services in the future this data will help us to help identify the works carried out for you.

We continually review what information we hold and delete what is no longer required. We never store payment card information.

9. YOUR LEGAL RIGHTS

Unless subject to an exemption under the data protection laws, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was the lawful basis for processing your data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), where applicable i.e. where our processing is based on consent or is necessary for the performance of our contract with you or where we process your data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to our processing of personal data, where applicable i.e. where processing is based on our legitimate interests (or in performance of a task in the public interest/exercise of official authority); direct marketing or processing for the purposes of scientific/historical research and statistics).

If you wish to exercise any of the rights set out above, please contact Simon Annear Plumbing & Heating Ltd Trevisson Park, Chiverton Cross, Truro TR4 8UN

No fee required – with some exceptions

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable admin fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

- What we may need from you
- We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.
- Time limit to respond
- We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. CHANGES TO THIS NOTICE AND YOUR DUTY TO INFORM US OF CHANGES

This version was last updated on 25/05/18 and can be obtained by contacting us, at Simon Annear Plumbing & Heating Ltd, Trevisson Park, Chiverton Cross, Truro TR4 8UN

Please keep us informed if your personal data changes during your relationship with us. It is important that the personal data we hold about you is accurate and current.

11. QUERIES, REQUESTS OR CONCERNS

To exercise all relevant rights, queries or complaints in relation to this policy or any other data protection matter between you and us, please in the first instance contact Simon Annear Plumbing & Heating Ltd, Trevisson Park, Chiverton Cross, Truro TR4 8UN Tel: 01872 271953

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office on 03031231113 or via email

<https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England, UK.

12. WEBSITE

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to all UK national laws and requirements for user privacy.

External Links

Although this website only looks to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website.

The owners of this website cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should therefore note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

Adverts and Sponsored Links

This website may contain sponsored links and adverts. These will typically be served through our advertising partners, to whom may have detailed privacy policies relating directly to the adverts they serve.

Clicking on any such adverts will send you to the advertisers website through a referral program which may use cookies and will track the number of referrals sent from this website. This may include the use of cookies which may in turn be saved on your computers hard drive. Users should therefore note they click on sponsored external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

Social Media Platforms

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. This website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Shortened Links in Social Media

This website and its owners through their social media platform accounts may share web links to relevant web pages. By default some social media platforms shorten lengthy urls [web addresses] (this is an example: <http://bit.ly/zyVUBo>).

Users are advised to take caution and good judgement before clicking any shortened urls published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine urls are published many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.