

Salter Heating, and Classic Fires & Bathrooms Privacy Policy May 2018

Please read this so you are aware of how and why we process, hold and secure personal data.

How we process your data

We process our customers' data under the lawful basis of legitimate interest.

We are most likely to process customers' personal data under the basis of:

- Sending appliance servicing reminders. As most boiler, stove and fire manufacturers will invalidate appliance warranties which haven't been annually serviced, we send annual reminders via post or email to our customers. Yearly servicing helps them fulfil their warranty obligations and ensures the appliance is safe to operate. This reminder service is detailed in all our quotations. Customers can opt out if they wish. This is a legitimate commercial interest for Salter Heating and Classic Fires & Bathrooms and an individual interest for our customers.
- Sending quotations via post or email that have been requested by customers.
- We do not conduct any unsolicited marketing via post or email.

How can you contact us?

As someone who interacts with Salter Heating and Classic Fires & Bathrooms, you have the right to be informed of what we do with your data. We're committed to protecting and respecting your privacy. This privacy notice tells you what to expect when Salter Heating and Classic Fires & Bathrooms collects personal information. It also explains when and why we collect this information, how we use it, the conditions under which we may disclose it to others, how we keep it secure and what rights you have in relation to the data we hold about you.

Please read the following carefully to understand our practices regarding your personal data.

How can you contact us?

Call us on 01291 621545, email on info@salterheating.co.uk or visit us at 6 Station Road, Chepstow NP16 5PB.

You can also visit our websites at www.salterheating.co.uk and www.classicfiresandbathrooms.co.uk

How do we collect your information?

We obtain information about you when you:

- Book a quotation
- Book a boiler, gas fire or stove service
- Book an appliance, or plumbing-related repair
- Make an enquiry (and your contact details are required so you receive our response)

What information do we collect?

When we do collect information from you, this information may include:

- name
- address
- email address
- telephone number
- contact preferences
- debit or credit card details for processing card payments, **only at time of payment**

How do we protect your personal information?

We take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date, and that we only keep it if is reasonable and necessary to fulfil the need for which it was collected. Due to the nature of our business, it is often necessary to keep information for an indeterminate period. This is because the circumstances under which you contact us (such as boiler breakdowns, stove repairs, bathroom sales or installations) may recur later, and historical information is always beneficial.

Although we use appropriate security measures once we have received your personal information, the transmission of information over the internet is never completely secure. We do our best to protect personal information, but we cannot guarantee the security of information transmitted to our website, so any transmission is at the user's own risk. We do not receive payment card details on our website.

Internally at Salter Heating and Classic Fires & Bathrooms we have restrictions in place that ensure that only people who need to access data can do so. As well as having managerial and technological security of your data as described above, we ensure that all staff understand how to best protect your data.

How will we disclose the information we have collected to outside parties?

We will never sell, rent or trade your personal data. We may disclose your data to our service providers (such as outlined below) who render services to us or you on our behalf (all of which are contractually obligated to act only on our instructions and in accordance with applicable laws, including the GDPR).

For example:

- With installations of appliances such as boilers, oil tanks, gas fires, and gas and solid fuel stoves we are legally required to register the work with the appropriate industry regulator, such as Gas Safe, OFTEC and HETAS.
- We may also register your details with the appliance's manufacturer in order for the appliance's warranty to be authorised.
- We will take the upmost care to ensure your data is secure and safe. Your information will be transferred via the third party's secure digital portal.

- To carry out installation work we may need to pass your address on to a merchant who will deliver heavy goods to your property, such as an oil tank, building or plumbing materials, or waste skip.
- Our phone line: 01291 621545 has an out of hours service operated between 1700 and 0900 hours by an external Gloucester-based company MessageLink. Calls are received by operators who can pass emergency calls to a senior employee via phone or email, depending on the severity of the call.

For all outside parties that we securely share information with, this is in accordance with a contract held with these parties, including the contractual obligation to destroy the data when it is no longer required.

We may disclose your personal information if we are requested or required to do so by a regulator or law enforcement, or to enforce or apply our rights, for example, in cases of suspected fraud or defamation, or to comply with any other applicable legal obligation.

Your credit or debit card information

If you use your credit or debit card to make a payment, we pass your card details securely to our payment processing partner as part of the payment process. We do this in accordance with the Payment Card Industry Security Standard, and **don't store the details on our databases.**

If you call us and give us your details over the phone, we process your payment via a WorldPay secure connection that meets PCI DSS Standards. PCI DSS is the worldwide Payment Card Industry Data Security Standard that was set up to help businesses process card payments securely and reduce card fraud. This is achieved through enforcing tight controls surrounding the storage, transmission and processing of cardholder data that businesses handle. PCI DSS is intended to protect sensitive cardholder data. The card financial information is then destroyed, so that any paper copies of transactions that have taken place cannot be used by another person to process an inappropriate payment.

Email terms of use

Emails aren't always secure, and they may be intercepted or changed after they've been sent. Salter Heating, and Classic Fires & Bathrooms doesn't accept liability if this happens. The contents of emails reflect their author's views and not necessarily those of Salter Heating, and Classic Fires & Bathrooms.

Please do not send any financial data through email. The information in emails is confidential, so if you've received one by mistake, please delete it without copying, using, or telling anyone about its contents.

Right of Access / 'Subject Access Request'

You have a legal right to have confirmation that your data is being processed, and to have a copy of the personal and supplementary information we hold about you. This is known as a 'Subject Access Request'. We will provide a copy of this information free of charge, in a commonly used electronic format such as a PDF file.

Please note that if we receive a request that is manifestly unfounded or excessive or repetitive, we will charge a fee based on the administrative cost for providing this information. We will also charge a fee to comply with requests for further copies of the same

information. All information will be provided within one month of being requested, unless the request(s) are complex and/or numerous. In this case, the period of compliance will be extended by a further two months, but you will be informed within one month of making the request that this extension has been applied, including explanation as to why.

To submit a Subject Access Request, please contact us on info@salterheating.co.uk to request a copy of the Subject Access Request application form. We will take steps to verify the identity of the person making the request prior to releasing the information.

Right of erasure / Right to be forgotten

You have a right to request that Salter Heating and Classic Fires & Bathrooms deletes or removes the personal data we hold about you when there is no compelling reason for its continued processing. Please note that the right to erasure does not provide an absolute 'right to be forgotten'. You have a right to have personal data erased and to prevent processing in specific circumstances:

- Where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed
- When the individual withdraws consent
- When the individual objects to the processing and there is no overriding legitimate interest for continuing the processing
- The personal data was unlawfully processed
- The personal data has to be erased in order to comply with a legal obligation

If we have disclosed your personal data to third parties, we will inform them about the erasure of the personal data, unless it is impossible or involves disproportionate effort to do so.

Any request for erasure will be responded to within one month, and will be free of charge. To contact us to exercise your Right of Erasure please email us at info@salterheating.co.uk with the details that you require to be erased. No changes will be made until reasonable steps are taken to verify the identity of the person making the request.

Why are we allowed to process your personal information?

Our Privacy Notice considers several laws, including:

- the Data Protection Act 1998 (also known as DPA98)
- the Data Protection Act 2018 (also known as DPA18) which brings into force in the UK. This will come into force in the UK on 25th May 2018 and will replace DPA98
- the Privacy and Electronic Communications (EC Directive) Regulations 2003 (also known as PECR)

Generally, our processing of your personal information as described in this notice is allowed by these laws because we have a legitimate need to carry out the processing for the purposes described above. Some processing may also be necessary so that we can perform a contract with you or because it is required by law.

Other Websites

Our website may contain links to other websites run by other organisations. This privacy notice applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

Notification of Change of Privacy Notice

We may modify this privacy notice at any time, but if we do so, we will notify you by publishing the changes on our websites at www.salterheating.co.uk and www.classicfiresandbathrooms.co.uk

If you disagree with the terms of this notice, or any updated version of this notice, you may exercise your rights to end your association with Salter Heating, and Classic Fires & Bathrooms

Use of cookies

A cookie is a very small text file that is placed on your hard drive by the server of a web page you visit. It is an individual label, which identifies you as a visitor. Salter Heating, and Classic Fires & Bathrooms does not use cookies to collect personally identifiable information. Salter Heating, and Classic Fires & Bathrooms does, however, use session cookies to:

- Collect statistical data on visitor movement and use of our websites at www.salterheating.co.uk and www.classicfiresandbathrooms.co.uk

When someone visits we use a third-party service, Google Analytics, to collect standard details of visitor behaviour patterns. This information is processed in a way that does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

How to control or delete cookies

You can delete cookies already on your computer or device at any time. If you choose not to accept cookies at all, you can still visit our website, however, when cookies are disabled, we cannot guarantee an optimum experience and there will possibly be content or functionality that is no longer available. Visiting the Help section within your browser should provide information on how to do this. For mobile devices you may need to refer to the product manual.

For more information about controlling and deleting cookies please visit <http://www.aboutcookies.org.uk/>