

RJ Heat Plumbing & Heating Limited Privacy Policy

Last updated 17/01/19

1. Purpose

At RJ Heat Plumbing & Heating Limited we are committed to protecting and respecting your privacy.

This policy explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information.

We are responsible for protecting your personal information as a “data controller” under applicable data protection legislation. If you have any queries about this policy or how we use your personal information, please contact us at ryan@rjheat.com.

2. Policy

2.1. INFORMATION ABOUT US

www.rjheat.com is a site operated by RJ Heat Plumbing & Heating Limited. We are a Limited company based in England. Our trading name is RJ Heat Plumbing & Heating Limited with the registered company number 11509881. Our registered address is 30 Scobell Close, Shinfield, RG2 9HH.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.rjheat.com you are accepting and consenting to the practices described in this policy.

Our nominated person for data protection is Ryan Pownall, Founder and his contact details are ryan@rjheat.com.

2.2. WHAT INFORMATION DO WE COLLECT?

The personal information we collect, store and use might include:

- your name and contact details (including postal address, email address and telephone number);
- history of our services provided to you (including all estimates, quotes and invoices);
- information about your activities on our website and about the device used to access it, for instance your IP address and geographical location;
- We may collect information that is available in the public domain, for example: newspaper or online media items, publicly available posts on LinkedIn or social media or Companies House listings;
- requests for information and any feedback we receive from you
- emails and text message correspondence for quality assurance purposes.
- any other personal information shared with us.

Data protection laws recognise certain categories of personal information as sensitive and therefore requiring greater protection, for example information about your health, ethnicity and religion.

We do not usually collect sensitive data about you unless there is a clear and valid reason for doing so and data protection laws allow us to. Where appropriate, we will make it clear why we are collecting this type of information and what it will be used for.

If you provide services to RJ Heat Plumbing & Heating Limited, we will collect information in line with your contract for services.

2.3. HOW DO WE COLLECT INFORMATION?

We obtain personal information from you when you use our website, enquire about our services, request a quote, send or receive an email, send or receive phone calls or text messages, ask a question or otherwise provide us with personal information.

We may also receive information about you from third parties, for example from data providers or from individuals or third-party organisations who share our interests and may introduce you to us.

2.4. HOW AND WHY DO WE USE THIS INFORMATION?

We will use your personal information to:

- provide you with the services, products or information you asked for
- process orders that you have submitted;
- carry out our obligations under any contracts entered into between you and us;
- keep a record of your relationship with us;
- conduct analysis and market research to better understand how we can improve our services, products or information;
- check for updated contact details against third party sources so we can stay in touch if you move;
- deal with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested or that may be of interest to you.

We will only use your personal information for electronic marketing purposes if we are allowed to do this by law or if we have your consent. If you agree to us providing you with marketing information, you can always opt out at a later date. If you would rather not receive marketing material from us, please let us know at any time by contacting us at ryan@rjheat.com.

2.5. DO WE SHARE YOUR INFORMATION WITH ANYONE ELSE?

We do not sell or rent your information to third parties. We do not share your information with third parties for marketing purposes. However, we may disclose your information to third parties in order to achieve the other purposes set out in this policy.

These third parties may include:

- We may pass your information to our third party service providers, suppliers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf;
- We may pass your information to our trusted third party product providers to provide a range of quality and reliable products and services designed to meet your requirements.

If you make a payment to us we will need to share your information with our payment processor. By paying via our payment processor you agree to accept their terms and conditions for the use of their services, including their privacy policy. We suggest that you read their privacy policy when using their service as we are not responsible for data you share with them.

We may also need to disclose your information if required to do so by law or as expressly permitted under applicable data protection legislation.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

2.6. HOW LONG DO WE KEEP YOUR INFORMATION FOR?

We keep your information for no longer than is necessary for the purposes it was collected for. The length of time we retain your personal information for is determined by operational and legal considerations. For example, we are legally required to hold some types of information to fulfil our statutory and regulatory obligations (e.g. health/safety and tax/accounting purposes).

2.7. HOW DO WE PROTECT PERSONAL INFORMATION?

We take appropriate technical and organisational measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used.

Non-sensitive details (your email address etc.) are transmitted normally over the internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

2.8. YOUR RIGHTS

You have a right to access the information we process about you. This includes being provided with a copy of the information we hold about you, the purposes for which we use it and with whom it has been shared ('right of access').

You may ask us, or we may ask you, to rectify information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate or complete information which is incomplete ('right to rectification'). If you inform us that your personal data is inaccurate, we will inform relevant third parties with whom we have shared your data so they may update their own records.



In order that we can ensure that your personal information is accurate and up to date, if any of the information that you have provided us with changes, for example if you change your email address, or payment details, please let us know by contacting us at ryan@rjheat.com.

You have a right to seek the erasure of your data (often referred to as the 'right to be forgotten'). You may wish to exercise this right for any reason, for example where it is no longer necessary for us to continue holding or processing your personal data you may withdraw your consent. This right is not absolute, as we may need to continue processing this information, for example, to comply with our legal obligations, or for reasons of public interest.

In certain circumstances, for example if you contest the accuracy of the information or the lawfulness of our processing, you may ask us to restrict our processing of your information ('right to restriction').

If you exercise your right to restrict processing, we would still need to process your information to the extent permitted by law, including for the purpose of exercising or defending legal claims, protecting the rights of another person or for public interest reasons.

If our lawful basis for processing is your consent, you have the right to withdraw your consent at any time.

You have the right to object to our processing in accordance with our legitimate interests, in which case we may only continue to use your personal data where we can demonstrate compelling legitimate grounds which override your interests, rights and freedoms.

You have a right to prevent us from processing your data for the purposes of marketing.

If you would like to exercise any of your rights above, please contact us at ryan@rjheat.com. We will act in accordance with your instructions as soon as reasonably possible.

You have a right to report any of your concerns about our use of your data to the Information Commissioner's Office. You may do so by calling their helpline at 0303 123 1113.

2.9. CHANGES TO THIS POLICY

Any changes we may make to this policy in the future will be posted on this website so please check this page occasionally to ensure that you're happy with any changes. If we make any significant changes we'll make this clear on this website.