

## **Privacy Policy & Data Protection**

Adams Gas Heating Ltd takes Privacy of Personal Information very seriously. We fully respect your privacy. Our Compliance with current legislation is continually reviewed and updated.

## **DATA PROTECTION ACT 1998**

You have a right to access the information we store about you. We store details such as Name, Address, Telephone Number, Email, boiler details and any works carried out at your property.

We **DO NOT** store your Financial Information such as Credit/Debit Cards.  
We **DO NOT** share any of your details we hold about you with Third Parties.

Should you require details of the information we have stored about you, please contact the Data Controller and your request will be swiftly processed. Our charge to process your information request is £7.50 including vat. The information will be printed and sent via post to your confirmed delivery address.

## **GENERAL DATA PROTECTION REGULATION (GDPR)**

### **Privacy Policy Principles**

Principles of protecting your Privacy are:

1. We value the trust that you place in us, by providing us with your personal information.
2. Your Personal Information is only used in a way that is worthy of gaining that trust.
3. Clear information is provided regarding how we use your personal information. We shall be transparent with you regarding the information we collect, what we do with it, to whom we share it, and who you should contact if you should have any concerns.
4. We will take all reasonable steps, to protect your personal information from misuse, and keep it secure in both paper & electronic formats.
5. We will comply with all applicable Data Protection Laws and Regulations and co-operate with the governing Data Protection Authorities.

## **PRIVACY NOTICE**

This Privacy Notice explains the type of Personal Information we collect, how we use it, under what circumstances we disclose it, and how we protect the information from misuse.

### **Your Consent**

By booking an appointment with Adams Gas Heating Ltd, you are consenting to the collection of your personal information. Required information is your name, address and telephone number. This information is necessary for us to process your request.

We use your personal information only for our own purposes, in a lawful and fair manner. Please note that we may process your personal information without your consent, if we have a legitimate reason to do so, provided that such use will not have a prejudicial effect on your own rights. We will only disclose information to the relevant Law Authorities, where there is a legal request and requirement to do so.

Your Personal Information is obtained from the following source:

- a) Yourself - either written or verbally, via email or telephone

### **How do we use your Personal Information?**

Your Personal Information may be used in the following ways:

- a) To contact you regarding your annual boiler service or annual gas safety inspection renewal

### **Who do we share your Personal Information with?**

We do not share, sell, rent, lend nor exchange, your Personal Information with any third party marketing organisations.

We may share your Personal Information with the relevant Law Authorities, if we are requested to do so for legal reasons, as outlined earlier in this Privacy Notice.

### **Safeguarding Your Personal Information**

We take all reasonable precautions to keep your personal information secure. Access to your personal information is restricted and is only permitted amongst our own employees.

### **Your Privacy Rights And Who to Contact**

You have the right to tell us if you:

- a) Do not wish to be contacted by us
- b) Would like a copy of the personal information we hold about you
- c) Would like us to correct, update, or delete your Personal Information from our records
- d) Wish to report any misuse of your Personal Information

Please provide your full name, address, telephone number & email to help assist us with any request, to: The Data Controller, via email or by post. Your request should be actioned within 2 working days.

### **Changes to our Privacy Notice**

Our Privacy Notice is ever evolving and therefore it will be updated with revisions as and when there is a legal requirement. We advise and encourage you to read our Privacy Notice frequently, to stay informed about how we use your Personal Information.