



GDPR Data Privacy Notice

We are required under data protection legislation to notify you of how we will process your personal data both during our verbal or written communication with you and after.

The UK's data protection legislation, including the General Data Protection Regulations (GDPR) contains strict principles and legal conditions which must be followed before and during any processing of any personal information.

We are required by law to ensure that when processing any of your personal data that it is:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept in a form which permits you to be identified for only as long as necessary for the purposes we have told you about.
- Kept securely.
- The personal data must be kept confidential and secure and only processed by authorised personnel.
- The transfer of personal data to a country or organisation outside the EEA should only take place if appropriate measures are in place to protect the security of that data.
- The data subject must be permitted to exercise their rights in relation to their personal data.

The Company and all employees must comply with these principles and rules at all times in their information-handling practices. We are committed to ensuring that these principles and rules are followed, as we take the security and protection of data very seriously.

You must inform us immediately if you become aware that any of these principles or rules have been breached or are likely to be breached.

Where do we collect your data from?

You may pass on your personal information when you fill out forms on our website www.flatleyheating.com, by corresponding with us by phone, e-mail or otherwise through a third party/contractor, when you subscribe to our service, participate in discussion boards or other social media functions on our site and when you report a problem with our site. (Please refer to our complaints policy on our website.)

What personal data will we collect, use and store about you?

- Your name, addresses, contact numbers, email addresses.
- History of any Plumbing or heating works carried out with Flatley Heating Limited
- Customer communications
- All information is kept electronically safe and stored in a cloud software which is password protected.
- Manual paperwork stored in secure filing system and only accessed by authorized personnel only.

Lawful Purpose Of Processing Personal Data:

- To maintain our own records and accounts
- To perform the work agreement between you or your contracted builder and Flatley Heating Limited
- To Inform you of an annual boiler safety check due
- Quotes
- invoices
- To keep for the legal retention timeline of work carried out

If your personal information changes, for example you change address or you get married and change your surname, you must inform us as soon as practicable so that the Company's records can be updated. The Company will not be responsible for any inaccurate personal data held on its systems where you have failed to notify it of the relevant change in circumstances. If you wish your information to be removed from our system please email info@flatleyheating.com however legal documentation will need to be kept for the required retention timescale.

Personal data is used for ongoing works with Flatley Heating Ltd only and will not be used for any marketing or given to third parties without consent.

What are your 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 9i.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.)

If you would like to exercise any of the above rights please us at info@flatleyheating.com

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.

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 our data protection representative on info@flatleyheating.com or on 01327 828066.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) 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.