

## **Privacy Notice**

### **About this Notice**

At APL Heating Ltd we understand how important it is to keep your personal data safe, that's why we're committed to making sure that you receive the service you'd expect and that your privacy is protected every step of the way.

In this notice you'll discover exactly what information we collect from you and how we then use this to deliver our services, as well as your rights. Please let us know if you have any questions.

In this notice the information will refer to APL Heating Ltd as 'we' and 'us'. It will refer to the customer as "you".

### **How we use your information**

We rely on the "legitimate interest" for processing your data. When you make an enquiry about or buy a product or service from us, we'll collect some of your personal details, to make sure you have everything you need to make the most of our services. Please rest assured that we'll only use this for administering your contract and to support the delivery of the services or products you've asked for.

Examples of the types of personal information we usually collect are:

- Name
- Address
- Telephone number (including mobile)
- Email address
- Services/Products we have supplied or may supply (inc. boiler details (make and model)
- Details of any additional authorised parties who can manage your requirements on your behalf
- I.P. address for your device (if visiting our website)

The information requested during the enquiry process is required to complete the sale of the product/service on offer and forms part of your contract with us.

Unless otherwise stated, the information you provide will never be used for any other purpose without your permission. We may also from time to time send you

information regarding our products and service via the post. Please let us know if you do not wish to receive such information or offers by using the contact details at the bottom of this document.

### **Keeping and storing your data**

If you're a current or past customer, we'll keep a copy of your personal details on our computer database for no longer than 20 years. We only keep paper copies of information, i.e. invoices, estimates etc. for tax purposes up to 7 years. Holding on to data allows us to keep accurate records for tax purposes and to handle any future complaints or information regarding any services/product we have supplied.

Some of the data that we collect (through our SAGE accounting software package) may be transferred to and stored at a destination within the European Economic Area ('EEA'). We take all steps reasonably necessary to ensure that your data is treated in accordance with this privacy notice and applicable privacy laws (see [www.sage.co.uk](http://www.sage.co.uk)).

### **Sharing your data with third parties**

We occasionally work with a number of carefully selected third parties. Some introduce us to their customers, so we can promote the products and services we offer e.g. through the Worcester Bosch website as we are part of their Accredited Installers scheme.

If you've been introduced to us through one of our partners, we may share details of the products and services you've purchased with them. Sharing data in this way helps us resolve individual complaints and helps us ensure that we're offering the right products, to the right people.

We respect your privacy and that's why we don't give your data to any third parties for marketing purposes. However, on occasion and in addition to the above, we may pass your information to a limited number of third parties for the following reasons:

- To deliver the services you've asked for, which might include giving information to members of your family, household, or other people who

have an interest in the property, for instance, landlords or letting agents or a sub-contractor.

- For legal or regulatory purposes including registering a gas or oil installation with regulatory bodies such as the Gas Safe Register or OFTEC.
- In order to validate a product warranty on your behalf.

### **We'll always keep you in the loop**

Whenever we collect your personal information we'll give you the opportunity to let us know how you'd like us to get in touch in the future. We promise not to inundate you with marketing messages, but we also understand if you'd prefer not to receive anything from us.

If you've asked us to send you marketing material, you can change your mind at any time by contacting us either by phone, email or post.

If you've given us an email address you may receive messages related to invoices, estimates or the annual servicing of your appliances. If you'd prefer not to receive these messages in this way, just let us know and we'll be happy to provide them in paper form instead.

### **Your rights matter**

If you'd like to see the personal information that we hold about you, you can request a copy any time. If you find that this information is incorrect you can ask for it to be updated. Or, if you believe the information is being processed without a legal basis, you can ask us to stop or request that it's deleted from our systems.

To action any of the above, send an email to: [info@aplheating.co.uk](mailto:info@aplheating.co.uk), telephone us on 01782 680109 or alternatively you can write to us at:

APL Heating Ltd, Morningside, Park Wood Drive, Baldwins Gate, Newcastle-u-Lyme, Staffordshire, ST5 5EU

We won't ever charge you for a copy of your personal data but we may ask you for proof of your identity before we disclose any information. Once we've seen this, we'll send you a copy of the personal data we hold within 30 days.

## Contact us

### General Enquiries/Data Controller

APL Heating Ltd  
Morningside, Park Wood Drive  
Baldwins Gate  
Newcastle under Lyme  
ST5 5EU  
Tel: 01782 680109

[info@aplheating.co.uk](mailto:info@aplheating.co.uk)

**ICO Registration Reference - ZA332938**

### Got any worries?

If, at any time, you feel that we haven't processed your data fairly or you're not satisfied with how we've handled your personal information, you can contact the Information Commissioners Office, who will look into this for you. For full details about how to share any concerns you may have, visit [www.ico.org.uk/concerns/](http://www.ico.org.uk/concerns/)

### Links to other Websites

Any links to other websites are provided solely as pointers to information on topics that may be useful to the users of our website. Please remember that when you use a link to go from our website to another website, this privacy notice will no longer apply. Your browsing and interaction on any other website, including those which have a link on our website, are subject to that site's own rules and policies. We recommend that you read the rules and policies relating to that website before submitting any personal information.

### Updates

This notice will be updated from time to time.

Date released: October 2018

## Cookies Policy

### Information about the cookies we use

Why we use cookies:

Cookies are small text files that are placed on your computer by websites that you visit. We use cookies:

- to make our websites work as you would expect
- so that we can offer you the best browsing experience
- to provide us with anonymous aggregated information about how users interact with our websites
- to remember any preferences and settings you select when you visit our site again

Cookies in use for this website:

Name(s):	__utma, __utmb, __utmc, __utmz
Category:	Performance
Domain:	google.com/analytics
Purpose:	We use Google Analytics cookies embedded on our site to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.