

## **Privacy Policy - GDPR Notice**

This is the privacy notice of S.D Heating. In this document, “we”, “our”, or “us” refer to S.D Heating.

### **Introduction**

This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you (“personal information”) and information that could not. In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information.

We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our website immediately.

We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.

We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.

Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).

The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at <http://www.knowyourprivacyrights.org/>

Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

### **The bases on which we process information about you**

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

### **Information we process with your consent**

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our business, including job opportunities and our products and services, you provide your consent to us to process information that may be personal information.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Your personal data may be manually or electronically stored and used for one of the following purposes :-

- 1 Providing and managing your account.
- 2 Supplying our services to you.
- 3 Personalising and tailoring our services for you.
- 4 Communicating with you. This may including responding to eMails or calls from you.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally.

### **Information we process because we have a legal obligation**

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

### **Information relating to your method of payment**

Payment information is never taken by us or through our website. Our employees and contractors never have access to it.

Payment are made by bank transfer only.

### **Sending us a message**

Sending a message to us when you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our business.

We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high quality service.

### **Complaining**

When we receive a complaint, we record all the information you have given to us.

We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

### **Cookie Policy**

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device. You can find more information about cookies at: [www.allaboutcookies.org](http://www.allaboutcookies.org) [www.youronlinechoices.eu](http://www.youronlinechoices.eu) [www.google.co.uk/goodtoknow/data-on-the-web/cookies](http://www.google.co.uk/goodtoknow/data-on-the-web/cookies) Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and

generally improve the user experience. They can also help to ensure that adverts you see online are more relevant to you and your interests.

The cookies used on this website are only necessary for the functioning of this website.

Category 1: Strictly Necessary Cookies – S.D Heating does implement these types of cookies. These cookies are essential in order to enable you to move around the website and use its features. Without these cookies, essential services will not work.

Category 2: Performance Cookies – S.D Heating does NOT implement these types of cookies. These cookies collect information about how visitors use a website, for instance which pages visitors go to most often and whether they encountered any errors. These cookies do not collect any information that identifies a visitor. They are completely anonymous, and the data collected is only used to improve how the site works.

Category 3: Functionality Cookies – S.D Heating does NOT implement these types of cookies. These cookies allow the website to remember choices you make and provide enhanced, more personal features. We use these types of cookie to remember your login details so save you from re-entering them each time you visit the site. The information is anonymous and cannot be accessed by any other site or third party.

Category 4: Targeting cookies or advertising cookies – S.D Heating does NOT implement these types of cookies. These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effect of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers.

### **Social Media Shares**

We may allow you to share our products or services on social media networks such as your Facebook page, Twitter feed or with your Google+ circles. These third parties have their own policies on handling cookies which can be found on their website.

### **Disclosure and sharing of your information**

We may sometimes contract with third parties to supply products and/or services to you on our behalf. These

may include payment processing or delivery. In such cases those third parties may require access to some

or all your personal data to effect the product or service. We will only share such data when intrinsic to the service you require and with your consent to do so.

### **Access to your own information**

Removal of your information

If you wish us to remove personally identifiable information from our database, you may contact us at [s.doyleheating@gmail.com](mailto:s.doyleheating@gmail.com)

This may limit the service we can provide to you.

### **Verification of your information**

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

### **Retention period for personal data**

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

- 1 to provide you with the services you have requested;
- 2 to comply with other law, including for the period demanded by our tax authorities;
- 3 to support a claim or defence in court.

### **Compliance with the law**

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

### **Review of this privacy policy**

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

### **Contact Us**

If you have ANY concerns about privacy, then please be reassured that we DO NOT share your personal information with anybody unless with consent.

If you have any question regarding our privacy policy, please contact us at [s.doyleheating@gmail.com](mailto:s.doyleheating@gmail.com)