

General Data Protection Regulation (GDPR) Privacy Notice
Version 1 25th May 2018

From the 25th May 2018, all businesses regardless of however large or small will be bound by the new General Data Protection Regulation-GDPR.

We are committed to ensuring that any information we hold on you is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.

1. YOUR RIGHTS

Under GDPR you have the right to know how we collect data, what data we store on you, to have this data amended or to have it deleted provided it does not conflict with other legal requirements where retention is necessary to comply with Consumer Law, Insurance liabilities or HM Revenue and Customs etc. You must also give us permission to retain this data.

2. HOW WE COLLECT DATA

The Data we store about you has been supplied by you or a representative on your behalf. It is your responsibility under GDPR guidelines to ensure that any data you provide to us about a third party is given with their consent and managed in compliance with the regulations. This will be relevant if you provide us with third party contact details that we may need to contact to gain access to a property, or to send Invoices and information to the owner of a property that you look after on their behalf.

3. WHAT DATA WE STORE

The data we store comprises of your Name, contact telephone numbers and email addresses, the property address where work is carried out and the address to send invoices and information to if it is different from the Job address. We also retain the name and contact details of any third party that you may have provided to contact with regards to access of the property where work is carried out. We do not store other personal information or details of payment methods.

4. HOW WE USE YOUR DATA

Your details will not be passed onto any third parties without your permission. The personal data you provide us with is used in order to contact you, your representative or tenant to organise the Service and repair of your Range cooker or Central heating boiler and controls, and to provide a history of an appliance/installation. It is also used to send out any relevant Invoice, information required and reminders if we have not been able to contact you by telephone. Anonymous information relating to an appliance, system or oil storage installation maybe used for training and research purposes.

5. WHERE WE STORE YOUR DATA AND HOW LONG WE STORE IT FOR

GDPR states that we must hold a minimum amount of personal data and for the shortest time necessary. The length of time your data is stored will vary depending on why we need to retain the data, as mentioned in point 1 above. All information we store whether electronically or on paper is password protected and/or held in a secure location.

a. OFFICE DATABASE

Any customer that we do work for has entered into a Service Contract agreeing to have their appliances serviced at regular intervals as specified by the manufacturer, because of

this we need to retain your contact details. These customers are given a regular customer discount currently 30% off any labour costs and 10% off parts. If we cannot contact a customer when their service is due, we will send a letter asking them to ring us. Any appliance that has not been serviced within 3 months of the due date will then be marked as "No Contract" and any discounts previously offered will be lost, but any personal data held on our database will be retained for a further 3 month period before it is removed from our system.

b. ELECTRONIC CALENDARS

We use electronic calendars to synchronise appointment details from our Office to our Mobile Heating Technicians phones/iPads which are owned by HEATBASE Ltd and are password protected. The information supplied consists of your HEATBASE Ltd account number, contact details, property address and make of appliance and any information relevant to the job they are attending and the job sheets they produce. All information held within their digital calendars are automatically deleted on a monthly basis. The information held on our main Office computer may be held for longer periods.

c. ELECTRONIC JOB SHEET APP

The information held within our electronic job sheet app is also stored on our main Database. Copies of Job sheets, Risk Assessments and Contracts will be held indefinitely or until you ask us to remove it. Copies are also stored on our main Database and will be retained for a minimum period of 7 years due to possible requirements needed to comply with Consumer Law, Insurance liabilities or HM Revenue and Customs etc.

d. FINANCIAL ACCOUNTS

We use electronic software to produce our invoices and statements etc. Your name and address are retained within these accounts. These accounts are stored securely on a password protected computer. Copies of these accounts are taken on an annual basis to our Accountants, where they are stored safely until they are finished with them. They are then returned to us and stored in a secure location. Information within these accounts are retained for a minimum period of 7 years to comply with HM Revenue and Customs.

e. CORRESPONDENCE TO AND FROM CLIENTS

Any correspondence between Heatbase Ltd and clients are kept either electronically on a password protected computer, or on paper in a secure location.

6. WEBSITE

Although our website uses cookies via Google Analytics, it does not record any personal information of anyone that has viewed the website. The analytical data only allows us to see how many visits the site has had, what pages on the site have been viewed, and the geographical area (i.e. town or city) of anyone that has used the site.

Any links provided on our website are only provided as possible points of interest, please note we have no control over the protection or privacy policies of these websites.

AMMENDMENTS

We may need to amend this policy from time to time. Any amended version of our policy will be available on our website www.heatbaseoilservices.co.uk.