Privacy Policy

Who are we?

We are **Domestic Heating & Electrical Services Ltd** and can be contacted on the below contact details:

- Email: enquiries@domesticheatingservices.co.uk
- Telephone: 01903 872 828
- Address: Amelia House, Crescent Road, Worthing, West Sussex, BN11 1QR

Our Data Protection Officer

Our data protection officer can be contacted on the below:

- Mitchell Warren
- Email: enquiries@domesticheatingservices.co.uk
- Telephone: 01903 872 828
- Address: Amelia House, Crescent Road, Worthing, West Sussex, BN11 1QR

Why do we collect and use your personal information?

We collect and use your personal information in order for us to provide you with our **Plumbing/ Heating/ Boiler repair and installation** service.

We use your personal information to send marketing communications to you about similar products and services that may be of interest to you. We will send our marketing communications to you by email. It is to be noted that you can object to your personal information being used by us to send you marketing information. Each marketing email will also include an unsubscribe link to enable you to opt-out of receiving future marketing communications.

What is our lawful basis for handling your personal information?

Under the General Data Protection Regulation (GDPR) we must have a lawful basis to legally handle your personal information. The lawful basis that we rely upon are as follows:

1. Contract – to take steps, at your request, to enter into a contract to fulfil your order and to perform our obligation under the contract (i.e. to deliver your order);

2. Legal obligation – to share personal information with law enforcement agencies and regulatory bodies if required to do so by law;
3. Legitimate interests – to use your personal information to send you marketing communications about similar products/services in the future, to share your personal information with third party professional service providers that we engage and to share your personal information with our successor(s) in the event of a merger or acquisition.

What happens if I do not provide my personal information?

We need your personal information in order to provide our **Plumbing/ Heating/ Boiler repair and installation** services to you. If we do not collect your personal information, we will not be able to provide our services to you.

Who will we share your personal information with?

If you are applying for boiler installation finance, we will share your personal information with **Tradehelp Ltd** who act as a loan broker, not a loan provider.

We may share your personal information with law enforcement agencies, fraud prevention agencies and regulatory bodies such as the FCA and HMRC when required to do so by law.

We may engage the services of professional advisers such as compliance consultants, lawyers and accountants who may be given access to your personal information in order to provide their services to us. We will ensure that your personal information is protected by obtaining a written undertaking of confidentiality from the professional service providers.

In the event that we are subject to a merger or acquisition we may share your personal information with the organisation(s) that acquire or merge with our business and/or their professional advisers in the course of the acquisition or merger transaction and thereafter. In such circumstances the latter organisation will be required to use your personal information in the same ways described in this privacy policy.

How long will we store your personal information?

We will store your personal information for up to six years from ceasing to be our client. This is to enable us to refer to our records in the unlikely event that you want to lodge a complaint against us within six years.

If you do not exercise your right to object to marketing or unsubscribe to our marketing emails, we will store your personal information for marketing purposes until you exercise your right to object or unsubscribe.

What are your rights in relation to your personal information?

Right to access: You have the right to request copies of the personal information we hold about you at any time.

Right to rectification: You have the right to request that we correct any inaccurate personal information we hold about you.

Right to erasure: You have the right to request that we delete your personal information from our records.

Please note that we will not be able to delete your personal information whilst we are still providing our services to you. We will be able to delete your personal information once you cancel the service or once the service is completed.

Right to restrict processing: You have the right to request that we restrict how we use your personal information.

Right to object: You have the right to object to the collection and use of your personal information at any time.

Right to data portability: You have the right to obtain a copy of your personal information in a legible and compatible format such as Excel or Word.

Right to withdraw consent: You have the right to withdraw your consent for us to use your personal information at any time.

How can I exercise my rights in relation to my personal information?

You can exercise all of your rights by contacting us on any of the above contact details.

How do I lodge a complaint about the use of my personal information?

You can lodge a complaint with us directly by contacting us on one of the above contact details.

You also have the right to lodge a complaint directly with the Information Commissioner's Office (ICO). The ICO are the regulator who makes sure that we use your personal information in a lawful way.

You can lodge a complaint with the ICO by following this link https://ico.org.uk/concerns/ or calling the ICO on 0303 123 1113.