

GDPR

- Due to a recent change in regulations we now have to tell you what information we collect about you and your property and how we process/store this data.
- If you call upon our services, whether for a quotation or for a job to be carried out, we will ask you for contact details including your name, address, phone numbers and email address. We will store this on our cloud-based CRM system that is password protected and assume you are happy with this and that we have your consent to do so.
- We may store these and other relevant details about your property such as type of property, boiler make/model/location, stopcock position, gas meter location and any other information that may be useful for our engineers.
- We will assume that you are happy for us to do so, and that you give consent for us to store and use this data for fulfilment of contract. If you do not want us to store any data or you wish us to change any details we have, just drop us an email or phone call, or use the contact form on our secure website. Certain types of data such as financial records for tax reasons cannot be erased.
- Whilst carrying out work for you we may need to pass your details on to one of our approved contractors or suppliers under the performance of contract area of the lawful processing of your data.
- We may also need to pass you details on to various governing bodies for certain appliance/installation registration purposes.
- We assume that if we carry out works for you we have your consent to use images of our work within your property for marketing and social media purposes. Every care will be taken not to include any reference to you or your address, pictures, personal effects, persons, pets or belongings in the photo.
- We may from time to time contact you via our email marketing platform with details of relevant offers or services, if you do not wish to receive these you may use the unsubscribe option within that email.



- As an individual you have strengthened rights under the new General Data Protection Regulations including the right to rectify any incorrect information we hold, transfer this information to another company, access the information or withdraw the information we hold about you.
- If you send in a CV for a job vacancy we will assume that we have your consent to store your data, even if you are unsuccessful so we may contact you if a similar role becomes available in the future.
- We have CCTV recording within the public area of our shop/office and this data is stored on a loop recording system for the purposes of staff safety and crime prevention. We also have forward facing dash cameras fitted to our fleet of vehicles for crime prevention.