



J. SHIPLEY & CO HEATING LTD



PRIVACY POLICY

General

Welcome to J Shipley & Co Heating Ltd. We are a Limited company registered in England under registered number 5382102. Our registered office is at 59 Dean Road, South Shields, Tyne & Wear, NE33 4AS.

We are committed to ensuring that your privacy is protected. This privacy policy (“Privacy Policy”) supplements the Terms of Business, and is intended to inform you how we gather and use information about you when you use

J Shipley & Co Heating Ltd.

Should we ask you to provide certain information by which you can be identified when using the Company, then you can be assured that it will only be used in accordance with the General Data Protection Regulation (EU) 2016/679 (“GDPR”)

What information we collect

To enable us or our Approved Engineers to effectively deliver products and services that you request we may need to collect items of personal information from you.

When you are asked to provide such information, it may be done manually in paper form or on the telephone directly with one of our customer service team. Here are some types of personal information that we may ask for:

- Name
- Contact information including, telephone number, address, e-mail address
- Property type
- Boiler details
- Other information relevant to quotes, customer surveys, offers and competitions.

We **NEVER** store sensitive data or credit card information.



Tel: 0191 4552138

Fax: 0191 4271491

Website: www.shipley-heating.co.uk

Email: info@shipley-heating.co.uk





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How we use the information we collect

We use the information that we collect for a number of reasons but mainly:

1. To identify and contact you about products, services and special offers for which you may be eligible and/or we feel you would be interested in;
2. to deal with any applications/requests for quotes for products, information and/or services that you make (which may include contacting you about them);
3. to notify you about any changes to products or services;
4. to contact you to participate in one of our customer satisfaction surveys; and
5. to, where appropriate, send you promotional information about us and/or about third parties that we think you may find interesting.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical and managerial procedures to safeguard and secure the information we collect.

We will NOT sell, trade or rent your name or personal information to anyone else. We DO NOT sell, trade, rent or provide outside access to our data list at all.

J Shipley & Co Heating Ltd will not release your personal information to anyone unless required by law, search warrant, court order or fraud investigation.

How long will we keep your information for?

Information will be stored as long as we are permitted or required by relevant law or regulation. We will only retain your personal data for as long as necessary, including for the purposes of satisfying any legal, accounting, or reporting requirements.



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Links to other websites

Our website may contain links to enable you to visit other websites. You should note that we do not have any control over other websites, and are not responsible for the protection and privacy of any information that you provide whilst visiting such websites. You should exercise caution when using any other website, including websites that have a link on the Website, and you should look at the privacy policy applicable to the website in question before proceeding as this Privacy Policy will not apply.

Requesting access to/amending your Personal Information

If you wish to enquire about gaining access to and/or amending the personal information we hold about you or if you have any questions relating to our Privacy Policy please email us or write to us at the following address:

Admin Manager
J Shipley & Co Heating Ltd
South Shields
Tyne & Wear
NE33 4AS

We will require proof of your identity. On receipt of such proof we will provide you with a readable copy of the personal information that we hold within 40 days. We reserve the right to refuse to provide copies of personal information but will give reasons for our refusal.

If you wish your information to be removed from our systems or believe that any personal information we hold on you is incorrect or incomplete, please email or write to our Admin Manager at the above address. We will promptly correct any information found to be incorrect.

Where we store your information

The information that we collect from you is stored in our data base but may be transferred to, processed and stored at a destination outside the European Economic Area (“EEA”). By submitting your personal information, you agree to such transfer, storing or processing. We will take all steps reasonably necessary to ensure that your personal information is treated securely and in accordance with this Privacy Policy.



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