

PRIVACY POLICY

Home-Heat (Chester) Limited t/a Home-Heat Solutions.

Updated 1st May 2018.

This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from our customers, suppliers and the users of our website Site www.homeheatsolutions.co.uk.

The Website

We use your Personal Information only for providing and improving our services to you. By using the website, you agree to the collection and use of information in accordance with this policy. The website is operated by I-Promote.eu Ltd. I-promote.eu Ltd is committed to ensuring that your privacy is protected. Any information provided to our website will only be used in accordance with their privacy policy.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites.

Our website contains links to other websites and pages that are intended to provide useful information to support the services we offer. We have no control over these sites therefore we cannot be responsible for the protection and privacy of any information which you provide whilst using such sites. These third-party organisations are not governed by this privacy statement.

Information Collection and Use

Home-Heat (Chester) Limited may collect, store and use the following information. Name, Address, Landline & Mobile telephone Numbers, email address and data directly relating to work previously carried out for you. We will retain your information for internal record keeping and to provide ongoing service and support particularly for annual boiler service reminders or to inform you of products or services we can offer to complement the existing ones we currently provide. We may contact you by phone, email or by post. Where legally required, we will share and retain your contact details and information directly with the relevant authorities to comply with building regulation requirements. Your contact details may also be shared with boiler manufacturers for the sole purpose of validating appliance extended guarantee's and warranties. These third-party organisations are not governed by this privacy statement.

Information is stored in physical form, electronically and in cloud/online databases. We don't store credit card details and we will not share your personal details with any third-party marketing companies. You can request to see the information we store or have any non-legally required information removed at any time by contacting us in writing.

Security

The security of your Personal Information is important to us and we aim to provide acceptable means to protect this at all times. If you feel this information has been mishandled, you can make a complaint to the ICO (information commissioner's office) at ico.org.uk

Social Media

Our website may use links to social media pages and sharing buttons which help share web content directly from web pages to social media platforms. Users are advised before using such sites that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account. These third-party organisations are not governed by this privacy statement.

Changes To This Privacy Policy

Home-Heat (Chester) Limited may update this Privacy Policy from time to time. A current copy of this document will always be available at our registered office and on our website www.homeheatsolutions.co.uk