

RH Heating General Data Protection Regulation(GDPR) Policy

When you register with RH Heating, or employ our services, we will collect personal data about you, the property and the appliances. We will only collect the data we need to perform the services required.

From time to time it may be necessary to share your contact details with our suppliers, manufactures or other trades people. This will only be in conjunction with or to support our engineers, for the purposes of providing our service for example for the delivery of materials to site.

It may be necessary to pass these details on to debt collection agencies or legal representatives for the purpose of recovering unpaid fees. It may also be necessary to share this information with governing bodies such as Gas Safe.

We may use your contact details to inform you of new services, special offers or reminders.

We do not record or store any payment details.

We comply with the Data Protection Act 1998 and will take reasonable precautions to ensure your data is stored securely, used appropriately and not passed onto third parties except as required and outlined above. We will release your personal details in order to assist with prevention, detection or investigation into any crime.

If you would, at any time, like us to remove your details from our data base, we require written confirmation. We will then delete all contact details from our system. However the property details and details of any work carried out will remain, in order to comply with guarantee or legal requirements.

We will records details of appliances we have installed or serviced at your property. We do not record calls, but may store email or text correspondence for future reference in conjunction with work provided by RH Heating. Phone call dates and times are logged, with a brief summary of the conversation.

As part of our work, it may be necessary for engineers to take photos. They may be used for part identification, an engineer's ongoing professional development and advertising or promotion of our services. Where photos are used for advertising and promotion, they will not contain specific details of client's names or property addresses, except where clients have provided their express permission for this.

We may use third party companies to provide support e.g. IT and accountancy and this may involve them having access to your person details.

Your data may be converted into statistical data, which cannot be used to identify you, to support evaluation of our services and planning.

You have the right to have incorrect data corrected or incomplete data completed. This must be in writing.