

Nordec Heating Ltd - Privacy Notice

As a valued customer of Nordec Heating Ltd we want to be open with you about what data we collect and here at Nordec Heating are committed to protecting and respecting your privacy.

This Notice/Policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. We take your privacy seriously and will only use your personal information to administer your account and to provide the services and products you have requested from us.

Below are details of what information we collect from you, what we do with it and who might be shared with.

What information do we collect from you?

We obtain personal information from you when you contact us, you voluntarily provide us with information about yourself, such as the following:

Name and address

Contact information, including telephone numbers and email address

Details about your heating and plumbing appliances.

Company information – for business users only

We may take debit/credit card information to complete a transaction but we do not store this information.

If you do provide personal information, we will assume that you have read this Notice and have consented to us using your personal information in the ways described within this Notice.

Why do we collect this information?

We collect this information in order to carry out our obligations to you in order to provide you with the services and products that you have requested from us and to meet your heating and plumbing requirements.

Who might we share your information with?

We do not share personal information with companies, organisations and individuals outside of Nordec Heating Ltd unless the following circumstances applies:

Your personal information will only be passed on to manufacturers of the heating appliance in your home in the case of warranty work required.

What do we do with your information?

Your information is retained on our Personal Customer Database. We will use the information:

To contact you on the anniversary of your Warm Air / boiler service to see if you wish to arrange a service appointment.

When you contact us as you require our services.

How long do we keep hold of your information?

The length of time that we will store your data will depend on the 'legal basis' for why we are using that data, as follows:

Legal basis; where we use/store your data because it is necessary for the performance of the contract between you and us.

Length of time; the information which is held on our System is held until such a time as you contact us to request your information/details are removed from our database.

Customer Names and telephone numbers are removed on inactive accounts after 3 years. Address details kept indefinitely unless request has been made to remove.

How can I access the information you hold about me?

The Data Protection Act 1998 and GDPR gives you the right to access information held about you. You have the right to ask for a copy of the personal information held about you. You also have the right to ask for inaccuracies in information to be corrected. A copy of the information held about you by us can be requested in writing.

How we will use the information about you?

We collect information about you to process your service/repair/installation request and manage your record. It may be shared with a third party in order for the delivery of materials e.g., name and address details.

To contact you in response to a specific enquiry or to organise an appointment associated with the anniversary of your annual Warm air / boiler service.

If you request our services via our website/email.

We will not share your information for marketing purposes with other companies.

Information 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, electronic and managerial procedures to safeguard and secure the information we collect from you.

Wherever we collect sensitive information, such as debit/credit card details, this information is entered via our card machine in the office , no record of the card details are kept.

We protect the information that we hold on Nordec Heating customers and our database is only used by Nordec employees.

Links to other websites

Any links to other websites are provided solely as pointers/websites of interest or companies for which we are affiliated or members. Once you leave our website you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Policy Changes

Any changes we make to this policy/notice in the future will be posted on our website.