

HEAT COOL PROS

PRIVACY POLICY

1. Introduction

Heat Cool Pros is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store and protect personal information when you contact us, request a quotation, book a service, use our website or otherwise interact with our business.

We process personal information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information We Collect

Heat Cool Pros may collect personal information, service information, communication records and technical information necessary to provide services and operate the business.

3. How We Use Your Information

Heat Cool Pros may use personal information to respond to enquiries, prepare quotations, schedule appointments, carry out works, process payments, maintain records, provide warranty support, improve services, comply with legal obligations and manage disputes.

Heat Cool Pros processes personal information under one or more lawful bases including performance of a contract, legitimate business interests, compliance with legal obligations and customer consent where required.

4. Storage of Information

Heat Cool Pros may store information within secure electronic systems, business software, communication platforms and record-keeping systems used in the day-to-day operation of the business.

Reasonable measures are taken to protect information from unauthorised access, misuse, loss, alteration or disclosure.

Whilst every effort is made to safeguard personal information, no method of electronic storage or transmission can be guaranteed to be completely secure.

In the unlikely event of a personal data breach, Heat Cool Pros will take appropriate steps to investigate, mitigate risks and comply with any applicable reporting obligations under UK data protection legislation.

5. Photographs, Videos and Site Records

Heat Cool Pros may take photographs, videos or site records before, during and after works for surveying, quotation preparation, technical diagnosis, installation records, warranty support, insurance requirements, health and safety documentation, quality control, training and technical reference purposes.

No identifiable customer information will be published for marketing purposes without prior permission.

6. Sharing Information

Heat Cool Pros does not sell customer information. Information may be shared where reasonably necessary with approved contractors, manufacturers, suppliers, advisers, accountants, insurers, payment providers, financial institutions or authorities where required by law.

7. Marketing Communications

Heat Cool Pros may occasionally contact existing customers regarding quotations, appointments, maintenance reminders, service recommendations, product recalls, safety notices and relevant services connected with previous enquiries or works completed. Customers may request removal from marketing communications at any time.

8. Communication Records

Heat Cool Pros may retain records of quotations, bookings, instructions, approvals, payments, complaints and completed services to protect both customers and the business and assist with future enquiries or disputes.

9. Data Retention

Personal information will only be retained for as long as reasonably necessary for business administration, service records, warranty support, accounting, taxation, insurance, legal obligations and legitimate business interests.

10. Your Rights

Subject to applicable law, individuals may have the right to access, correct, restrict, object to or request deletion of personal information, and request data portability where legally applicable.

Heat Cool Pros will normally respond to valid requests within one calendar month, subject to any lawful extensions permitted under applicable legislation.

Individuals also have the right to lodge a complaint with the UK Information Commissioner's Office (ICO) if they believe their personal information has not been handled in accordance with applicable data protection laws.

11. Cookies and Website Usage

Our website may use cookies and similar technologies to improve functionality, monitor performance and enhance user experience. Further information is available within our Cookie Policy.

12. Third-Party Websites

Our website may contain links to third-party websites. Heat Cool Pros is not responsible for the privacy practices, content or policies of external websites.

13. Changes to This Policy

Heat Cool Pros reserves the right to update this Privacy Policy from time to time. The most current version will always be available on our website.

14. Contact Information

Heat Cool Pros
Email: admin@heatcoolpros.co.uk
Telephone: 020 8059 9566
Website: www.heatcoolpros.co.uk

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