

# Privacy Policy

## About us

This privacy notice applies to all personal information processing activities carried out by Go Home Services Limited.

Our Data Protection Officer is Jonathan Webster and can be contacted by e-mail at [jonathanw@go-heating.co.uk](mailto:jonathanw@go-heating.co.uk)

## What information do we collect?

We may collect the following kinds of information about you:

- Personal details such as your name, address, telephone number, email address
- Notes of conversations with you about services you have enquired about or services you have purchased from us
- Details of our charges to you and the amounts you have paid and some payment details
- Feedback and complaints
- Online profile and social media information and activity, based on your interaction with us
- Our website, including for example Internet Protocol (IP) address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and
- Some statistical data about your browsing actions

## How we obtain information

You might give us information about you through the following:

- Filling in forms on our website.
- Corresponding with us by phone, e-mail or otherwise.
- Through the technology you use to access our services

## Cookies

Our website, like many others, uses third party cookies, helping us improve the performance of our website and digital marketing, to provide you with a better user experience.

## What are 'cookies'?

'Cookies' are small text files that are stored by the website browser (for example, Internet Explorer, Firefox or Safari) on your computer or mobile device. They are widely used in order to make websites work, or work in a better, more efficient way. They can do this because websites use them to recognise you and remember important information that will make your use of a website more convenient.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser.

## How we use your information – the purpose

We may use this information to:

- To provide you with the service you need
- We may contact you to conduct customer care surveys or to find out if you are happy with the service you received for quality control purposes.
- We may use your information for our own analysis to understand the effectiveness of our marketing activities.

We may use your contact details to inform you of products and services available from us.

## Sharing your information

Your information is normally used only by those working at Go Home Services Limited but there may be instances where we need to share it – for example, with:

- The Police
- The Department for Work and Pensions and its agencies, where you are claiming exemption from charges
- Debt collection companies

We also share your information with third parties in order to deliver the following services to you:

- Sending reminders about annual servicing
- Managing email communications
- Providing troubleshooting and support services for our various IT systems

We will only disclose your information on a need-to-know basis and will limit any information that we share to the minimum necessary. We also have third party agreements in place to protect your information.

In certain circumstances or if required by law, we may need to disclose your information to a third party not connected with the service we have provided, including HMRC or other law enforcement or government agencies.

### **How we will keep your information safe**

We employ administrative, electronic and physical security measures to ensure that the information that we collect about you is protected from access by unauthorised persons and protected against unlawful processing, accidental loss, destruction and damage.

This includes:

- Password protection
- Locked cabinets/rooms
- Virus protection
- Secure servers
- Back-up facilities
- Secure cloud-based storage

### **How long will we keep your information?**

We keep your details on file for a maximum of 5 years.

### **Your rights**

#### **Access**

You have a right to access the information that we hold about you and to receive a copy. You can make a request by contacting your practice or by e-mailing [jonathanw@go-heating.co.uk](mailto:jonathanw@go-heating.co.uk)

#### **Rectification**

You have a right to correct any information that you believe is inaccurate or incomplete. Please contact us to request a change in information.

#### **Erasure**

You have a right to request that we delete your personal information. Please contact us to make this request.

## **Restriction**

You have the right to request us to restrict the processing of your personal information for example, sending you reminders for annual servicing or information about our service. Please contact us to make this request.

## **Portability**

You have a right to data portability, this could include supplying your information to another heating contractor. Please contact us to make this request.

## **Concerns**

If you have any concerns about how we use your information and you do not feel able to discuss it with us, you can contact our Data Protection Officer via email at [jonathanw@go-heating.co.uk](mailto:jonathanw@go-heating.co.uk)

You can also seek advice from The Information Commissioner's Office (ICO).