



Privacy Policy

How we use your information

G&K Heating Ltd takes your privacy very seriously. We are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way.

The purpose of this policy is to set out how we use and look after your personal data when you visit our website and other digital platforms.

G&K Heating Ltd will only use your personal information to administer your account and to provide the products and services that have been requested from us. Use of Your Personal information in general, personal information you submit to us is used either to respond to requests that you make, aid us in serving you better, or market our Services.

We use your personal information in the following ways:

- Operate, maintain, and improve our site(s), products, and services;
- Respond to comments and questions and provide customer service;
- Link or combine user information with other personal information we get from third parties, to help understand your needs and provide you with better service;
- Develop, improve, and deliver marketing and advertising for the Services;
- Provide and deliver products and services you request; identify you as a user in our system

Our site may contain links to third party websites. When you click on a link to any other website or location, you will leave our Site or Services and go to another site, and another entity may collect personal information or anonymous data from you. We have no control over, do not review, and are not responsible for, these outside websites or their content. Please be aware that the terms of this Privacy Policy do not apply to these outside websites or content, or to any collection of your personal information after you click on links to such outside websites. We encourage you to read the privacy policies of every website you visit. The links to third party websites or locations are for



your convenience and do not signify our endorsement of such third parties or their products, content or websites.

When you use our Services, the personal information you provide will be shared the third party system provider who will use your details in ways that we cannot control.

Our system provider is Commusoft and there privacy policy can be found using the link below; <https://www.commusoft.co.uk/privacy-policy/>

G&K Heating Ltd secures your personal information from unauthorised access, use or disclosure. G&K Heating Ltd secures the personally identifiable information you provide on our in-house secure system in a controlled, secure environment, protected from unauthorised access, use or disclosure.

Where G&K Heating Ltd have been requested to provide services that are performed on an annual basis such as a gas safety inspection or an appliance service, we will automatically send you a yearly reminder no more than 1 month prior to the expiration/service due date by email.

Where you have requested services from us that include a boiler installation, your information (name, address and email only) will be passed to the manufacturer Glow worm for the purpose of registering the boiler warranty only and to Gas Safe for the purpose of notifications of work which is a safety and legal requirement.

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

- Clients' details will be retained for 7 years for contractual purposes and to maintain tax records. Basic details (name, address, telephone



numbers, email address) may be retained for a minimum of 7 years after completion of a contract.

- By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for seven years after they cease being customers for tax purposes.
- We store information gathered from phone and email enquiries for up to 12 months
- We store information gathered in the course of dealing with customers for up to 7 years

We continuously review the data we hold and delete what is no longer required.

G&K Heating Ltd may, from time to time, use your information to contact you about offers and promotions which we feel may be of benefit to you. These will clearly have an opt-out option should you wish to be removed from our mailing list.

If you do not wish for us to hold your information on our database or have any further questions, then please write to us at: Office E15, Knoll Business Centre, 325-327 Old Shoreham Road, Hove, East Sussex, BN3 7GS

G&K Heating Ltd will occasionally update this Statement of Privacy to reflect company and customer feedback. G&K Heating Ltd encourages you to periodically review this Statement to be informed of how we are protecting your information. This policy was last updated September 2020.

G&K Heating welcomes your comments regarding this Privacy Policy. If you believe that G&K Heating Ltd has not adhered to this Privacy Policy, please contact us and we will aim to use commercially reasonable efforts to promptly determine and remedy the problem.