



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.

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: 124 Carden Avenue, Brighton BN1 8NE

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.