

Alpha Heating (Chesterfield) Ltd Data Privacy Policy

This data privacy policy details how we use, store and protect personal information of our customers. It does not apply to the personal information that we hold about our employees, suppliers or other organisations.

When you request products or services from us we will ask for relevant personal information to allow us to meet your needs.

How we will use the data you have supplied

- We will use your data to deliver the products or services that you have requested. To do this we may use information from credit reference agencies and may need to pass some of your details to suppliers to arrange delivery of materials, to manufactures to register product guarantees on your behalf and to governing bodies to register your installation.
- We will use your data as part of our accounting records and will keep these for a period of 7 years in both paper and/or electronic format. All paper accounting records are stored in a locked archiving area with restricted access. All electronic accounting records are stored on our computer server for a period of 7 years. The server has virus protect software password protection and is monitored and backed up daily to a secure cloud back up by an external IT company.
- When you order new products or services from us we will give you the opportunity to tell us if you do not want to receive any further information from us about our other products and services. The method we use is normally a tick box on our order form. You can stop receiving any further information from us at any time by contacting us.
- We may use your data internally to analyse customer information, create statistics and evaluate our sales performance.
- We may monitor and record any communications such as telephone conversations or emails that we have with you.

How we will contact you

- We will use the contact information that you have given us when we need to get in touch with you regarding the products or services that you have requested from us or to give you further information about other products or services that we offer if you have not already indicated that you do not wish to receive these. The communication methods that we use may include any or all of the following methods: email, post, telephone, text or visit you in person.

Passing your information on

- We do not sell or provide your details to any other companies for sales and marketing purchases.
- We may need to pass some of your details to suppliers to arrange delivery of materials, to manufactures to register product guarantees on your behalf, to governing bodies to register your installation, to our solicitor or nominated debt collection agency for debt collection.

Our data protection principles

- We are committed to meeting our legal obligations detailed in the data protection act 1998
- We are committed to only processing personal data in order to meet our operational needs and fulfil our legal requirements
- We are committed to putting processes in place to try to ensure that any personal data we hold is up to date and accurate
- We will regularly review and audit our data protection procedures
- We will have procedures in place to deal with any queries about data protection within our company effectively and within an acceptable timescale
- We will provide adequate training for all employees who process or are responsible for personal data
- We will have adequate security measures in place to protect personal data
- We will establish appropriate retention periods and securely destroy any personal data after these have elapsed
- We will ensure that we have a nominated employee that is a point of contact for all data protection issues and is responsible for data protection compliance

Your rights matter

If you'd like to see the personal information that we hold about you, you can request a copy any time. If you find that this information is incorrect you can ask for it to be updated. Or, if you believe the information is being processed without a legal basis, you can ask us to stop or request that it's deleted from our systems.

To action any of the above, send an email to: info@alpha-heating.co.uk or alternatively you can write to us at:

The Data Controller
Alpha Heating (Chesterfield) Ltd
Units 3 & 4 Vanguard Industrial Estate
Britannia Road
Chesterfield
S40 2TZ

We will not charge you for a copy of your personal data but we may ask you for proof of your identity before we disclose any information. Once we've seen this, we'll send you a copy of the personal data we hold within 30 days.

Links to other Websites

Any links to other websites are provided solely as pointers to information on topics that may be useful to the users of our website. Please be aware that when you use a link to go from our website to another website, this privacy notice will no longer apply. Your browsing and interaction on any other website, including those which have a link on our website, are subject to that site's own rules and policies. We recommend that you read the rules and policies relating to that website before submitting any personal information

