

SK Heating & Cooling Ltd Privacy Policy

This privacy policy sets out how SK Heating and Cooling Ltd uses and protects any information that you give SK Heating and Cooling Ltd.

SK Heating and Cooling Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified then you can be assured that it will only be used in accordance with this privacy statement.

SK Heating and Cooling Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 14th July 2021.

What we collect

We may collect the following information:

- Name and job title
- contact information including address, telephone number and email address
- demographic information such as postcode
- other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- internal record keeping/equipment warranty validation
- we may use the information to improve our products and services

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Controlling your personal information

SK Heating and Cooling will not use your information for direct marketing purposes unless you have agreed to us using your personal information for direct marketing purposes, and you may change your mind at any time by writing to 229 Bristol Road, Gloucester, GL1 5TL or emailing: sales@skheatingandcooling.co.uk.

Retention

SK Heating & Cooling Ltd will retain your information only for as long as is necessary for the purposes set out in this policy, for as long as your account is active or as needed to provide the services to you. If you no longer wish SK Heating & Cooling to use your information to provide services to you, you may close your account.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you believe that any information we are holding on you is incorrect or incomplete, please write or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.