

## **Privacy Policy – Pureheat Hampshire Ltd**

This privacy policy details how our company Pureheat Hampshire Ltd processes and protects the information provided to us by you when you use our website. At Pureheat Hampshire Ltd we are totally dedicated to making sure that your privacy is kept safe at all times and we will endeavour to protect our customer details always.

If we ask you to give us information about yourself which means you could be identified when using our website then please be assured that information will only be used as outlined in this privacy policy.

### **The kind of information we may collect**

In providing our service to you online and in order to handle enquiries effectively we may ask and collect the information as detailed below:

- Your name
- Your contact information which may include your email address and/or telephone number
- Demographic information – for example where you live including your postcode, preferences and interests
- Any other information that is relevant to the delivery of our services including things like customer surveys, competitions and special offers.

### **What do we do with the details we obtain?**

The reasons we process the details we receive is so we can provide the very best service to you. Specifically we use the information we are provided with for the reasons as follows:

- To keep in touch with you – for instance if you have completed the contact form on our website then we will try to reply using the information you provided.
- To maintain our internal records.
- To gain information about our service and how we can improve this for you.
- To tailor our website so it is relevant and useful to you.

### **Security**

As a company we are completely committed to making sure that the information you provide to us is totally secure. As such we have in place procedures that are physical, electronic and managerial in order to keep safe the information you have given us. Whilst we do everything possible in order to keep the information we receive online safe there are no guarantees and no internet transaction can really be considered totally secure. We do not therefore give any guarantee or warrant of security to any information that you provide to us. In giving us your information via electronic transmission you do so at your own risk.

### **Other Website Links**

On our website you may come across some links to other websites. These may or may not be of interest to you. If you choose to use the links to leave our site then we want to advise you that we have no say with the other websites on any of the content they provide. As such we cannot be held accountable for the privacy and protection of any information you might provide during the time when you visited other sites. Also note that this privacy statement covers our website only and is not inclusive of any other websites. To find out the privacy policy of another website you should investigate the website further to try and glean the answers you are looking for. Exercise caution at all times when sharing any personal information anywhere when browsing the internet.

## **Being in Control of your Personal Information**

At Pureheat Hampshire Ltd we will never sell, lease or send your personal information to any third parties without permission from you or unless we are required to do so by law. If you think that we may have information that is incorrect or if we have missing information then please contact us by email and we will update our records as soon as possible.

## **Cookies**

What is a cookie? Cookies are text files that are small in size and are left by website servers. They can be found on the web browser for your mobile device or computer. Information collected is unique to you and can only be read by the server that delivered the cookie.

The purpose of cookies - Cookies can be used to make your web browsing experience better and so that information can be remembered making future visits more personalised to your preferences.

How we use cookies? Using Google Analytics we use traffic log cookies which helps us know which pages of our site are used. We can then use this information to tailor and improve our website for our customers. Should you not wish to accept cookies then please move away from the website. If you continue to browse then cookies will still be activated though you can set your browser to decline cookies in most circumstances. To find out more about how to do this please visit [www.aboutcookies.org](http://www.aboutcookies.org). Disabling cookies may mean you don't receive the full benefits of our site.

## **Changing our policy**

At Pureheat Hampshire Ltd – we reserve the right to alter and update this policy from time to time and may do so by updating this page. Checking this page regularly will ensure you are up to date with the latest information and any changes that we do make.