



Your right to privacy

Your right to privacy is important to us. We take the security of your information seriously and have policies and processes in place to ensure it remains safe.

This notice describes the way we collect information, how we use it and how we protect it.

Who we are

We are Boiler Breakdown Ltd, a company incorporated in England and Wales under registration number 08649752 at 41 Oldfields Rd, Sutton, Surrey, England, SM1 2NB.

You may have seen our other company names and trading styles including:

- Appliance Breakdown UK Limited
- Boiler Cover UK
- Boiler Breakdown Limited
- Boiler Cover Breakdown Limited

You can find our website at: <https://www.boiler-breakdown.net/>

For any queries about our business or the processing of personal data, you can contact us by telephone on 0333 577 3386 or email at: admin@boiler-breakdown.net

How we comply with data protection regulations

We are committed to safeguarding your personal information and we are legally obliged to use your information in line with all laws concerning the protection of personal information.

Information we hold about you

We collect personal information about you when you enquire about or make use of our services. Personal information we collect, and hold may include:

- Information about services you use, and other related information;
- Information we need to be able to process payments for you, for example bank and credit or debit card details;
- Records of contact with you, such as system notes, emails, and letters, or;
- **Identity Data:** First name, last name, maiden name, marital status, date of birth and gender
- **Contact Data:** Current address, previous addresses and post codes, email address and telephone number.
- **Transaction Data:** Includes, payments made through our website, details of products and services you have engaged us for.
- **Technical Data:** Internet Protocol (IP) address, browser type and version, timer zone setting and location, browser plug-in types and versions, operating systems and platform and other technology on devices you use to access the website
- **Profile Data:** Includes, understanding the services you've engaged, your interests, preferences, feedback and analysing the data you have provided as part of the service to improve our services, marketing, customer relationships and experiences.
- **Usage Data:** Information about how you use our website, products and services.
- **Marketing and Communications Data:** This includes your preferences in receiving marketing from us and any third parties, as well as your communication preferences.

How we get and use your personal information

Most of the personal information we process is provided to us directly by you. We will only collect, use, hold or disclose personal information where we have a lawful basis to do so. This means information needed to provide you with a product or service, to satisfy legal or regulatory requirements, or where we have your consent.

We may use your information to:

- communicate with you;
- keep our records up to date
- process payments;
- for the investigation of or prevention of crime;
- for research and statistical purposes;
- to disclose to regulatory bodies for the purposes of monitoring and/or enforcing our compliance with their requirements;
- process job applications;
- gain feedback from you;
- prevent crime and meet our legal obligations;
- prudentially manage our business using models and forecasts;
- keep you informed of other relevant products or services that may be of interest to you where you have provided consent for us to do this, or;

The lawful bases that we rely on for processing your information are:

- Your consent, which you can remove at any time;
- We have a contractual obligation;
- We have a legal obligation;
- We have a vital interest;
- We need it to perform a public task; or
- We have a legitimate interest.

We may also monitor and keep records of email communications which you send to us and other communications with you in accordance with this policy and our other business interests.

We also receive personal information indirectly, from other companies that have told us you are aware that your information is being passed to us, and you have given your consent for us to contact you. We commit to letting you know where we receive your information from on request.

How long we keep your information

We will keep your personal information only for as long as necessary in line with regulatory and legal requirements and will destroy it securely when it is no longer needed. We have a retention schedule that we use to manage the length of time we keep personal data and if you would like to know any specific timescales listed on it, please contact us using the contact details on this form.

How we protect your information

The security of your information is important to us. We protect your information by maintaining physical, electronic, and procedural safeguards in relation to the collection, storage, and disclosure of personal data to prevent unauthorised access, accidental loss, disclosure, or destruction. Your information is securely stored in the United Kingdom.

No data transmission over the internet can be entirely secure, and therefore we cannot guarantee the security of your personal information and/or use of our sites. However, we use our reasonable endeavours to protect the security of your personal information from unauthorised access.

Where we process your information

We only process your information within the United Kingdom and European Union.

How we share your information

From time to time we may send information to, receive information from, or exchange your personal information with:

- partners or agents who support us to deliver our products and services to you, or that we refer you to, or that refer you to us;
- companies who perform essential services for us;
- third-party organisations that conduct research, analysis, and marketing activities on our behalf;
- regulators, courts, or other public authorities;
- the emergency services in the case of accident or emergency.

We will only share or exchange data with third parties with the protection of a written agreement and the ability to oversee their activities, unless information is required for legal or regulatory reasons.

Where we have relationships with other organisations that process your information on our behalf, we take care to ensure they have high data security standards. We will not allow these organisations to use your personal information for unauthorised purposes.

If the business is reorganised or sold to another organisation, we may transfer any personal information we hold to that organisation.

In the event that a third party may deliver all or part of the service requested by you, whilst the information you provide will be disclosed to them, it will only be used for the administration of the service provided and to maintain management information for business analysis.

How you can manage the information we hold and how we use it

Data protection regulations mean you have rights over how we hold and use the information we hold about you:

• Your right to manage consents

You have the right to give your consent to us using your data for any activities we do not have another lawful basis to carry out, for example sending you marketing communications. You can withdraw consent at any time.

• Your right of Access

You have the right to request access to the information we hold about you; this is called a Data Subject Access Request

- **Your right to know about sharing**

You have the right to know who your data is shared with and why

- **Your right to rectification**

You have the right to have your details updated if they are inaccurate and for information not required for lawful reasons to be deleted. You also have the right to ask us to complete information you think is incomplete.

- **Your right to erasure**

You have the right to ask us to erase your personal information in certain circumstances.

- **Your right to object to processing**

You have the right to object to the processing of your personal data in certain circumstances.

- **Your right to restriction of processing**

You have the right to have automated processing and profiling restricted. Profiling may be used to analyse or predict economic situations, health, personal preferences, interests, reliability, behaviour, location, or movements

- **Your right to data portability**

You have the right to request that information we process by automated means is sent to you or another nominated data controller in a commonly used electronically readable format

You are not required to pay any charge for exercising your rights. If you make a request, we will respond to you within one month.

If you wish to action any of the above, please contact us by:

- e-mailing admin@boiler-breakdown.net
 - writing to Boiler Breakdown Ltd at 41 Oldfields Rd, Sutton, Surrey, England, SM1 2NB.
- telephoning us on 0333 577 3386

Please do not include confidential information in e-mails or letters.

You can also complain to the data protection regulator if you are unhappy with how we have used your data.

In the UK, the regulator is the Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

Changes to this policy

We regularly review this policy. You may view the most recent version here at: <https://www.boiler-breakdown.net/privacy>

Last updated in May 2022.