



Heart of England Glass & Glazing Limited - Privacy Policy (GDPR)

In compliance with UK and European data protection regulations, this privacy policy explains what personal information we collect from you when you visit our website or are a recipient of our services.

Heart of England Glass & Glazing Limited is committed to processing personal information about its customers in ways that comply with its legal and regulatory obligations, and to being clear with customers about what it does with their personal information.

Data collection

Heart of England Glass & Glazing Limited may collect personal information which we receive when:

- you use our website
- you use our services
- you contact us or
- you are a recipient of our services

We may collect the following types of information:

- your name, address, email address, telephone number(s) and other contact details
- information required to provide you with a service, and details of our services that you have used
- your company's name, your position in the company; the company's address, company's email address and telephone number
- your chosen payment information

Website cookies

Although we aren't currently using cookies, we may well use cookies on this website in the future. If we do so, then we will update this policy

Cookies are small files of letters or numbers downloaded onto a device when users access websites. They are widely used in order to make websites work, or work more efficiently, as well as to provide service information to the owners of the site.

May 2018

Heart of England Glass & Glazing Ltd
Privacy Policy

Heart of England Glass & Glazing Ltd,
Ingleton Road, Ward End,
Birmingham B8 2QW

Tel: 07419 772244

Why do we collect this information?

We collect your personal/business information to:

- provide you with services that you may request from us
- meet our legal and regulatory obligations

How do we collect this information?

We collect personal/business information:

- **directly from customers:** e.g. when a customer signs up to receive our services or inquires via our website
- **from publicly available sources:** e.g. social media, internet services.

We are committed to keeping your information up to date as far as is reasonably possible. However if you believe that we have made an error, then please contact us as we have outlined below and we will use reasonable endeavours to correct.

Keeping your information safe and secure

Heart of England Glass & Glazing Limited is committed to keeping customers' personal/business information secure to protect it from being inappropriately or accidentally accessed, used, shared or destroyed, and against it being lost.

Third party access

Access to your personal/business information is only allowed when required by law, we do not, and will never, sell or share your personal information with third parties.

Our Service Providers

This includes external third-party service providers, such as accountants, auditors, experts, legal advisors and other outside professional partners whom assist **Heart of England Glass & Glazing Limited** in carrying out business activities.

How long do we keep personal information?

We will only retain customers' personal information for as long as it needs it to carry out a particular purpose or meet a particular obligation. Please note, some of our goods/services accompany a Warranty which entitles our Company to hold your details for a minimum of 5 years.

Marketing

Other than updates on company matters, we do not send out irrelevant marketing data electronically, but we may contact you to follow up on quotes/services provided. To opt out of this, please email h.o.eglazing@gmail.com.

Links to other websites:

Our website may contain links to other websites of interest. However, you should note that we do not have any control over these other websites. Once you have used any of these links to leave our site, therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting these sites and such sites are not governed by this privacy statement.

Access to personal information

To make a request to **Heart of England Glass & Glazing Limited** for any personal information we may hold, we need you to contact us by writing to the address provided below:

Heart of England Glass & Glazing Limited
22 Ingleton Road
Ward End
Birmingham
B8 2QW

Or by emailing us at h.o.eglazing@gmail.com.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Changes to our Privacy Policy:

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated in May 2018

How to contact us:

Please contact us if you have any questions about our privacy policy or about information we hold about you:

By email: h.o.eglazing@gmail.com

Or write to us at the address above.

Signed:



John Burden
Chairman

May 2018