

# Privacy Policy

HAMILTON HVAC LTD ('HHVAC, HAMILTON HVAC and Damvent UK Sales and Service') respects the privacy of every individual who visits our website. We are committed to safeguarding any information that you give to us in accordance with General Data Protection Regulation 2018 (GDPR). This statement outlines what information we may collect from you and how we use that information, as well as how you can check what information we have about you and how you can instruct us to erase that information.

## The information we collect

We do not collect personal information about you such as your name, address, telephone number, fax number, e-mail addresses unless you choose to provide us with such information or you provide consent for us to use your personal data through the course of our services.

We may store personal information you send to us. This information may be required in order to access certain sections of this website. We may also collect and store information about your computer and how you use this website, including your IP address, geographical location, browser type and version, operating system, pages viewed and how you navigate this website.

## Cookies

A cookie is a text-only string of information that a website transfers to the cookie file of the browser on the computer's hard disk so that the website can remember who you are. The cookies typically contain the domain name of where the cookie has come from and the lifetime of the cookie. When you visit our website we will send you a cookie which may be used to personalise features on our website which gives you the ability to recall a recently viewed page and see information which has been put online. Cookies will also allow us to collect aggregate statistics which do not identify you personally. There are two types of cookies which may be used on this website. Firstly, session cookies which are temporary ones and remain in the cookie file of your browser until you leave the site and persistent cookies which remain in the cookie file of your browser for longer. You have the ability to accept or decline cookies by modifying the settings in your browser. You may disable cookies.

## How we use your information

We use the information we collect from you to provide the best possible service and on occasion we will use your information for various commercial communications and

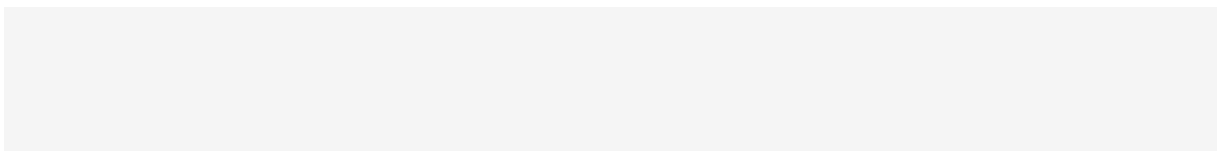
marketing purposes. The information you provide may also be used to help combat fraud and to identify you before disclosing any confidential information. We are continually developing products and services based on information and feedback we receive from visitors to our website which we may share with you.

When you complete a form on our website or register as a client, the information held includes:

- 1) Company name
- 2) Company Address
- 3) Your name
- 4) Your email, fax and phone numbers
- 5) Preferences on how you would like to be kept up to date
- 6) Your company trading style
- 7) Your company registration number if applicable
- 8) What type of services or goods you provide
- 9) Bank Details

All of the above is required by HAMILTON HVAC LTD to make sure we can provide you with services provided on your behalf and/or we will use this data from time to time to email or post you marketing literature on our service or new products we might think would help you collect your debts smoother and faster, you can unsubscribe from emails by clicking on the unsubscribe link at the bottom of your email.

Debtor information for the purpose of debt recovery and commercial litigation services will be held on our databases but may be passed to third parties such as HMCTS, trace agents, process servers, Bailiffs and High Court Enforcement Officers, Counsel and other approved Court Advocates and credit agencies.



## Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us - [Contact Us](#) if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	(a) Identity (b) Contact	Performance of a contract with you
To process and deliver your order including:  (a) Manage payments, fees and charges  (b) Collect and recover money owed to us	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(a) Performance of a contract with you  (b) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include:  (a) Notifying you about changes to our terms or privacy policy  (b) Asking you to leave a review or take a survey	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(a) Performance of a contract with you  (b) Necessary to comply with a legal obligation  (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To administer and protect our business and this website (including troubleshooting, data Analysis, testing, system maintenance, support, reporting and hosting of data.	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)

		(b) Necessary to comply with a legal obligation
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about goods or services that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile	Necessary for our legitimate interests (to develop our products/services and grow our business)

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## **Who sees your information**

We may disclose your information to any of our employees, subcontractors or associated companies as reasonably necessary to provide you with our services. We will never sell your information to third parties for marketing purposes. Other than as required by law, or as set out in this privacy statement, we will not disclose information about you to any third party without your permission.

## **Security**

HAMILTON HVAC LTD will take reasonable technical and organisational precautions to prevent loss, misuse or alteration of the personal information you provide. Of course the transmission of data over the internet is inherently insecure and we cannot guarantee the security of data sent over the internet.

## **Third Party Websites**

This website may contain links to external websites that have been created, edited or maintained by third parties. HAMILTON HVAC does not accept any responsibility for the privacy policies or practices of third parties.

## **Your rights**

HAMILTON HVAC LTD fully complies with all aspects of the General Data Protection Regulation 2018. You may request copies of the personal information we hold about you or request to amend any factual inaccuracies or delete any personal information we have on record. Any requests must be directed to HAMILTON HVAC LTD. Any request may be subject to an administration fee if the request is manifestly unfounded or excessive. We may withhold such personal information to the extent permitted by law.

## **Revisions**

From time-to-time we may revise this statement. Any revised changes will apply to this website from the date of publication. Please check this page regularly to ensure you are fully aware of any changes to the disclaimer. If you have any queries regarding this privacy statement or the treatment of your personal information, please contact us.