



## PRIVACY NOTICE

### Gas and Air Solutions and your personal data

At Gas & Air Solutions Ltd, we care about privacy and we protect your personal data. We want to be transparent about how we use your personal data. Although our privacy notice does not form part of the contract between you and Gas & Air Solutions Ltd, we recommend that you read our privacy notice, to understand how we collect and use your personal data and your Data Protection rights.

#### 1. Personal Data we process

We process the following types of personal data:

- **Your contact details and the contact details of people associated with your account:**  
Information that allows us to contact you directly such as your name, email address, telephone number and addresses associated with your account or order
- **Account information:**  
Information about your account with Gas & Air Solutions Ltd including your customer identification number, contract details, job details, property type, boiler and radiator information, repairs and service history, complaint details and appointment details
- **Purchase and account history:**  
Records relating to the products and services which you have purchased or used from us
- **Records of your discussions with us (such as call recordings, messages and emails):**  
When you share comments and opinions with us, ask us questions or make a complaint, we will keep a record of this. This includes when you send us emails, phone our support team or through social media such as Facebook etc.
- **Location information:**  
Your smartphone or computers IP address may tell us an approximate location when you connect to our websites, but this will be no more precise than the city, county or country you are using your device in
- **Exercising your rights:**  
If you exercise any of your statutory rights under data protection law, we will keep a record of this and how we respond

You are not required to provide to us any of the personal data described above, however, if you do not do so, you may not be able to purchase our products and services or the functionality of our products may be reduced.

#### 2. What we use your personal data for and why

Where we process your personal data because of our contract; we process these items of your personal data to enter or fulfil the contract between us, including:

Reason or purpose	Personal data used
Provide our services to you and maintain your account (including for pricing, quality assurance purposes and handling any complaints you might make)	<ul style="list-style-type: none"><li>• All personal information we collect as listed in Section 1</li></ul>
Take payment for products and services	<ul style="list-style-type: none"><li>• Your contact details and the contact details of people associated with your account</li><li>• Account information and details of other people linked to your account</li><li>• Transaction and payment information</li><li>• Purchase and account history</li></ul>
Deliver products to you	<ul style="list-style-type: none"><li>• Your contact details and the contact details of people associated with your account</li><li>• Account information and details of other people linked to your account</li></ul>
To deliver service communications (such as bills), and tailoring those communications to your circumstances	<ul style="list-style-type: none"><li>• Your contact details and the contact details of people associated with your account</li><li>• Transaction and payment information</li></ul>

Answer your complaints or questions	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to deal with your complaint, which will depend on the nature of your complaint</li> <li>• Your contact details and the contact details of people associated with your account</li> <li>• Account information and details of other people linked to your account</li> <li>• Transaction and payment information</li> <li>• Purchase and account history</li> </ul>
Deliver/provide servicing	<ul style="list-style-type: none"> <li>• Your contact details and the contact details of people associated with your account</li> <li>• Account information and details of other people linked to your account</li> </ul>
Manage claims you make	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1</li> </ul>

Where we process your personal data because you have allowed us to; we process these items of your personal data when you have provided your consent to the processing, you may revoke your consent at any point:

Reason or purpose	Personal data used
Direct marketing	<ul style="list-style-type: none"> <li>• Your contact details and the contact details of people associated with your account</li> </ul>
When we market to you, the quote for a product or a service may be personalised to you	<ul style="list-style-type: none"> <li>• Account information and details of other people linked to your account</li> <li>• Purchase and account history</li> <li>• Transaction and payment information</li> </ul>

### 3. Sources we collect your personal data from

We will only collect personal data from a number of sources. These include:

- **Directly from you:** when you set up an account with us, purchase products or services from us, submit information via our websites or apps, complete forms we provide to you, make a claim, make a complaint, exercise your statutory rights, contact us by phone, email or communicate with us directly in some other way.
- **Other companies we work with:** provide us with information to help us deliver our products and services to you. These include:
  - **Service engineers:** who provide us with information about your boiler, central heating, and any other products
  - **Companies we partner or work with:** for example, a National Homecare provider may pass your details to us, so we can install a boiler or carry out repairs for you
  - **Market research and feedback collection providers**
- **The government and regulators:** provide us with information about the complaints they receive
- **Other people linked to your account:** if someone pays your bill on your behalf, or you are set up to pay someone else's bill, we may obtain information about you from them
- **Private registers:** such as Zoopla provide us with information about your property

### 4. Who we share your personal data with outside of Gas & Air Solutions Ltd

We share personal data with the following categories of third parties. We never sell your data to anyone.

Who	Example
Any party approved by you	<ul style="list-style-type: none"> <li>• A finance company, if you want to take out a financing service</li> </ul>
Other people you have authorised to access your account	<ul style="list-style-type: none"> <li>• Joint account holder, e.g. we may provide your personal data to the other joint account holder where they submit a subject access request</li> </ul>
Delivery/supply companies	<ul style="list-style-type: none"> <li>• Royal Mail</li> <li>• PTS</li> </ul>

	<ul style="list-style-type: none"> <li>• Buildbase</li> <li>• Turnbulls etc</li> </ul>
Industry partners and other companies we work with	<p>For warranty and servicing of boilers</p> <ul style="list-style-type: none"> <li>• Worcester Bosch</li> <li>• Valiant Group</li> <li>• Gas Safe</li> </ul> <p>For finance</p> <ul style="list-style-type: none"> <li>• Finance companies</li> </ul>
The government or our regulators	<ul style="list-style-type: none"> <li>• Information Commissioners Office (ICO)</li> <li>• Office of Gas and Electricity Markets (OFGEM)</li> <li>• Financial Conduct Authority (FCA)</li> </ul>
Ombudsman Services	<ul style="list-style-type: none"> <li>• If you raise a dispute or complaint and are eligible for review by an ombudsman service, we may share information pertinent to the complaint with the relevant ombudsman service</li> </ul>
Companies that help us run our business, help customers complete sales or appointment bookings, support our IT infrastructure and to further understand our customers	<ul style="list-style-type: none"> <li>• Financial Ombudsman Service – to provide response on your complaints and questions</li> <li>• Tamar – providing communication through digital and voice channels</li> <li>• Apple and WhatsApp – to communicate with you</li> <li>• Surefire – store our customer information and related works</li> </ul>
Market research and feedback collection providers	<ul style="list-style-type: none"> <li>• Trustpilot</li> <li>• TrustATrader</li> <li>• Google</li> </ul>

## 5. Direct marketing

**Email marketing:** from time to time, we may contact you by email with information about our products and services we believe you may be interested in. When you call Gas & Air Solutions Ltd we may also provide you with information about products and services we believe you may be interested in.

If you have not consented to receiving direct marketing communications, we will only send these communications to you when permitted to do so by law, but in all circumstances, we will respect your marketing preferences which you set when you first deal with us.

You can let us know at any time that you do not wish to receive marketing messages by sending an email to us at [info@gasandairsolutions.co.uk](mailto:info@gasandairsolutions.co.uk).

## 6. Direct marketing and advertising on websites and mobile applications

The details here provide a high-level overview of how and where we capture and/or use personal data on our own and third party websites and mobile applications.

### Gas & Air Solutions Ltd website and digital profile pages

Any adverts you may see whilst using the website will be generic in nature, i.e. it will not use any personal data to “personalise” the advert for you.

## 7. How long we keep personal data for

We will keep your personal data for as long as necessary in order to achieve the processing purposes.

## 8. Your rights in relation to your personal data

You may have the following rights in relation to your personal data:

- The right to be informed about the personal data we collect, how your personal data is being used, and from whom we collect your personal data when we obtain it from other sources
- The right to access the personal data we hold about you

- The right to request the correction of inaccurate personal data we hold about you
- The right to request the blocking or deletion of your personal data in some circumstances
- The right to request that we port elements of your data either to you or another service provider
- The right to object to us processing your personal data (1, where we have a legitimate interest to do so, as listed in Section 2, but your rights override ours based on your particular situation ((which you will need to explain to us)), 2, where we are processing it for the purpose of direct marketing, or 3, because we are using automated means to make decisions that have a legal or similarly significant effect)
- The right to withdraw your consent to those processing activities which we carry out on the basis of consent, listed in section 2

You only have the benefits of some of the above rights in limited circumstances, which depend on the legal reason why we collected your personal data.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us using the details below. We may require evidence of your identity before we are able to complete your request.

## **9. Getting in touch**

If you have any privacy related questions or comments, please contact us at [info@gasandairsolutions.co.uk](mailto:info@gasandairsolutions.co.uk).

If you are unhappy with the way we are using your personal data, you can also complain to the UK Information Commissioners Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.