



Luxusheat Ltd Privacy Policy

1. Who is responsible for managing my information?

We are responsible for the collection and proper management of any personal information you submit. We will keep your personal details secure and use the information you provide consistently with applicable privacy and data protection laws and the terms of this Privacy Policy. This website has been designed so that you can visit and navigate the main body of the website without having to register any details about yourself. If you chose to provide us with any details that allows us to identify you, then you can be assured that all details will be used and stored in accordance with this Privacy Policy.

2. What information do we collect?

Certain areas of the website are inaccessible without retrieving some personal details from you. Some of the details we may collect are below:

- Personal details are required when submitting an enquiry to us. This may include:
- Name and Job Title
- Contact Information including email addresses
- Addresses and Postcodes
- Other information relevant to customer surveys and/or offers
- Additional details may be required in order to provide you with additional site functionality. The details may contain further information about what industry sector you work in, your business name and number of years trading.
- We use Cookies within some parts of our site and this aids with interactive areas to optimise performance. (See Section 7)

3. How do we use your information?

When using the site, personal data may be collected and processed. This data and the information you provide may be used in a number of ways, for example:

- Internal record keeping
- To enable us to respond to your enquiry and process any requests you should make.
- To provide you with relevant correspondence about our products and services we believe may be of interest to you (see section 5 below).
- For statistical purposes when we evaluate our range of services.
- To improve our products and/or services
- To personalise repeat visits to our website
- And to manage customer service queries.

4. Who will we share your information with?

In order to provide you with the products and services that we offer we may share your information with:

- Our transportation networks where delivery of products and services is arranged.
- In exceptional circumstances, our IT & Software providers may need to access our systems to resolve any IT issues however these third parties will not have access to our databases on a day to day basis.
- Where our suppliers / manufacturers carry out a delivery on our behalf your details will be shared with them.
- **For Installers:** Where applicable and when you have provided us with consent to be added to our installer network database, Luxusheat Ltd will pass your details to appropriate leads which may arise.
- **For Customers:** Where applicable and when you have requested for us to do so, Luxusheat Ltd will share your details with trusted installers in the local area.

For a full list of the names of the companies we may share your information with please contact us by either:

Calling: 0116 2514916

Email: sales@luxusheat.co.uk

Write to us: FAO: Data Controller

Luxusheat Ltd
20 William Street
Leicester
LE1 1RW

5. When can we contact you in the future?

We would like to send you information about our own products and services we believe may be of interest to you. We may do this by post, telephone, email or SMS when you have given consent for us to do so by your preferred method of contact. We will always ask you in advance that you are happy for us to allow third parties to contact you for any reason.

If you would like to change any of your preferences relating to the way in which we may use your information for direct marketing, then please send an email to sales@luxusheat.co.uk or contact us on 0116 2514916 to update us.

6. How long will we hold your information for?

We have a system of retention periods in place to ensure that your information is only stored whilst it is required for the relevant purposes or to meet legal requirements. When your information is no longer required, we will ensure it is disposed of in a secure manner.



7. Cookies

Our website uses Cookies to distinguish you from other users of our website. When you consent to our use of Cookies this will help us to provide you with a good experience when you browse our website and also allows us to improve our site.

8. What are Cookies and will they harm my computer?

A cookie is a piece of text which asks permission to be placed on your computer's hard drive (via your browser). Once agreed, your browser adds that text in a small file. A cookie helps analyse web traffic or helps the use of our online facility and interactive devices. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. This practice is strictly adhered to. We know that people have concerns about cookies, but we believe that the benefit we both gain from their proper use is worthwhile. You may set your web browser (Microsoft Internet Explorer or Firefox, Safari) to notify you of cookie placement requests or decline cookies completely. You can delete the files that contain cookies – those files are stored as part of your Internet browser.

If you wish to learn more about cookies, please visit www.aboutcookies.org

9. How can you access and update your information?

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the address below. Please note that the majority of requests will be provided free of charge, but when an unusually large amount of information is requested a small administrative may be charged for the provision of this information.

FAO: Data Controller
Luxusheat Ltd
20 William Street
Leicester
LE1 1RW

10. Does the Policy apply to linked websites?

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site you should note that we do not have any control over that other website. Therefore, we cannot be held responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy statement applicable to the website in question.

11. How do we update this Privacy Policy?

We keep our privacy policy under regular review and we will place any updates on our webpage. This privacy policy was last updated on 1st May 2018.

12. Who can you contact if you have any queries about this privacy policy?

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

By email: sales@luxusheat.co.uk

Or write to us at: **FAO: Data Controller**
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