

RunnyMede HVAC **Privacy Notice**

1. Purpose

This notice describes how we collect and use personal data, in accordance with the General Data Protection (GDPR), the Data Protection Act and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK.

Please read the following carefully to understand our practices regarding personal data and how we will treat it.

2. About Us

RunnyMede HVAC is a trading name of Runnymede Response Ltd, company registration number GB111018384. We are fully committed to complying with the principles set out in GDPR and have a legal duty to protect any personal information we collect.

Our Data Protection Point of Contact is the company Director. They are responsible for assisting with enquiries in relation to this privacy notice or our treatment of your personal data.

3. How we collect personal data

We obtain personal data about you:

- When you make direct communication to enquire about our services - i.e. send us an email, make an enquiry via our website, fill in a form, ask us a question, or otherwise provide us with personal information.
- If you provide goods or services to Runnymede HVAC we will collect information in line with the terms of the consumer contract.

4. The Kind of Information we Hold

The information we hold about you may include the following:

- Your personal details required to carry out, provide and maintain, (or provide a quotation/ information on), the contract for services. This may include name, company, address, site address, telephone numbers etc.
- Our correspondence and communications with you.

5. How we use personal data we hold

5.1. We will only use this information to:

- carry out, provide and maintain the contract for services, and invoicing purposes.
- contact you following up on your experience or with further information regarding our services, (such as regarding our maintenance services following installation).
- learn how best to contact you (and what about).

We may also process your personal data for certain additional purposes with your consent, and in these limited circumstances where your consent is required for the processing of your personal data then you have a right to withdraw your consent to processing for such specific purposes.

We do not make automated decisions or profile based on the information that we hold.

5.2. Data Retention: we will only retain your personal data for as long as is necessary to fulfill the purposes for which it is collected.

6. Data Sharing

We will never sell/hire your data with third parties or external companies.

We will only share personal data with third parties where we are required by law, where it is necessary to administer the relationship between us, or where we have another legitimate interest in doing so.

7. Data Security

We have put in place reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way. Electronic data is secured by password. We limit access to personal data to those employees, agents, and other third parties who have a business need to know. They only process your personal data on our instructions and they are subject to a duty of confidentiality.

8. Rights of Access, Correction, Erasure and Restriction

It is important that the personal data we hold about you is accurate and current. Should your personal information change, please notify us of any changes of which we need to be aware by contacting us using the contact details below.

Under certain circumstances, by law you have the right to:

- request access to your personal data
- request correction of the personal data that we hold about you.
- request erasure of your personal data, where there is no good reason for us to continue to process it (see below)

If you want to exercise any of the above rights, please email our data protection point of contact details below.

9. Right to withdraw consent

Once we have received notification that you have withdrawn your consent, we will no longer process your personal information, unless we have another legitimate basis for doing so in law (such as fulfilling an agreed contract for services).

10. Complaints

We will only contact you for legitimate business interest of carrying out services under contract law. If you subsequently consent to us contacting you, we will always aim to be respectful, relevant and appropriate. If at any time you do not think that we have complied with this, please contact us straight away to let us know.

You have a right to make a complaint to the Information Commissioner's Office. For more details visit the ICO website.

11. Contact Us:

If you have any questions about this notice, or if you would like to speak to us for any reason listed above, please email our Data Protection Point of Contact:

info@run-hvac.co.uk, or write to our business office; 194 London Road, Bagshot, GU19 5EZ

You will not have to pay a fee to access your personal data.

This privacy notice was last updated: 01/07/2019