

Preheat Engineering Ltd Privacy Policy

Our contact details

Name: Preheat Engineering Ltd

Address: Unit A2, Deseronto Trading Estate, St Mary's Road, Langley, Berks SL3 7EW

Phone Number: +44 (0)20 8848 1912

E-mail: sales@preheat.co.uk

The type of personal information we collect

We may collect and use the following information:

- Your name and contact information including email address, telephone number and company details
- Your billing information, transaction and payment card information
- Information to enable us to undertake credit or other financial checks on you
- Information about how you use our website, IT, communication and other systems
- Your responses to surveys, competitions and promotions

This personal information is required to provide our products and services to you

How your personal information is collected and why we have it

Most of the personal information we process is provided to us directly by you either in person, by telephone or via email/web. However, we may also collect information:

- From publicly accessible sources, eg, Companies House
- Directly from a third party eg, credit reference agencies
- From a third party with your consent, eg, bank or building society
- From cookies on our website

We use the information that you have given us in order to:

- To comply with our legal and regulatory obligations
- For the performance of our contract with you or to take steps at your request before entering into a contract.
- For our legitimate interests or those of a third party or
- Where you have given consent

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us on +44 (0)20 8848 1912 or emailing us at sales@preheat.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

Promotional Communications

We may use your personal data to send you updates (by email, text message, telephone or post) about legal developments that might be of interest to you and/or information about our services including exclusive offers, promotions or new services or products.

We have a legitimate interest in processing your personal data for promotional purposes (see above). This means we do not usually need your consent to send you promotional communications. However, where consent is needed, we will ask for this consent separately and clearly.

We will always treat your personal data with the utmost respect and never sell OR share it with other organisations outside of Preheat Engineering Ltd for marketing purposes.

You have the right to opt out of receiving promotional communications at any time by contacting us by email at: sales@preheat.co.uk.

Who We Share Your Personal Data With

We routinely share personal data with other third parties where necessary to carry out your instructions, ie:

- Delivery partners
- Credit reference agencies
- External auditors, eg, in relation to the audit of our accounts

- Our banks

We only allow our service providers to handle your personal data if we are satisfied they take appropriate measures to protect your personal data.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

Where Your Personal Data is Held

Information may be held at our offices, third party agencies, service providers, representatives and agents as described above.

How Long Will Your Personal Data Be Kept For?

We will keep your personal data after we have finished our contractual arrangements with you. We will do so for one of these reasons:

- To respond to any questions, complaints or claims made by you or on your behalf.
- To show that we treated you fairly
- To keep records required by law
- To reengage with you

We will not retain your data for longer than necessary for the purposes set out in this policy. Different retention periods apply for different types of data. When it is no longer necessary to retain your personal data, we will delete or anonymise it. We will share personal information with law enforcement or other authorities if required by applicable law.

Cookies

A cookie is a piece of text that gets entered into the memory of your browser by a website, allowing the website to store information on your device and later retrieve it. We use cookies to ensure that we give you the best experience on our website. The cookies used by our site are not used for targeted marketing, only for website statistics and automation which will improve your browsing experience.

Your Rights

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

- Fair processing of information and transparency over how we use your personal information.
- Access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address.
- Require us to correct any mistakes in your information which we hold.
- Require the erasure of personal information concerning you in certain situations.
- Receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations.
- Object at any time to processing of personal information concerning you for direct marketing.
- Object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you.
- Object in certain other situations to our continued processing of your personal information.
- Otherwise restrict our processing of your personal information in certain circumstances.
- Claim compensation for damages caused by our breach of any data protection laws.

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals rights under the General Data Protection Regulation. If you would like to exercise any of those rights, please:

- Call us on +44 (0)20 8848 1912 or email: sales@preheat.co.uk
- Let us have enough information to be able to identify you.
- Let us know the information to which your request relates, including any account or reference numbers if you have them.

If you would like to unsubscribe from any marketing communications, there will be instructions on how to do this on the communication.

Keeping Your Personal Information Secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to

know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at sales@preheat.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Changes To This Privacy Policy

This Privacy Policy was published on 16 May 2023. We may change it from time to time so it is advisable to occasionally check to ensure you are aware of the most recent version.

How to Contact Us

Please contact us if you have any questions about this Privacy Policy or the information we hold about you. Please send an email to: sales@preheat.co.uk, call us on +44 (0)20 8848 1912 or write to us at: Preheat Engineering Ltd, Unit A2, Deseronto Trading Estate, St Mary's Road, Langley, Berks SL3 7EW.