

# **Eco-Smartgas Heating and Plumbing Ltd Privacy Policy**

Eco-Smartgas Heating and Plumbing Ltd (Eco-Smartgas) is registered under the Data Protection Act in accordance with the regulations set out by the Information Commissioner's Office (ICO).  
ICO:00010554507

Eco-Smartgas is committed to protecting all data relating to clients, staff and sub-contractors as required by the General Data Protection Regulation (GDPR) which comes into force on 25 May 2018. We are introducing policies to ensure data is collected, used, stored and retained in an appropriate way.

## **Legal basis**

Eco-Smartgas collects your personal data on the website form, by email, by telephone and/or in person in order to fulfil our contractual obligation to complete your work.

## **Your personal details – data collection**

If you are a customer with Eco-Smartgas, you are required to supply your company name, your name, address, telephone number, email address and web address (if applicable). This information will be added to the Eco-Smartgas customer database and used for invoicing. The telephone number is used to contact you in the event of unpaid invoices and for business-related reasons. The email address is used to send invoices and correspondence to you.

## **Data Retention**

Your data will be stored in our customer database and in our email address book.

## **Data sharing**

Eco-Smartgas will not pass your personal details to any third party.

## **Who can access your information?**

Only the Data Controller/Data Processor (You or Darren or both or anyone within the company that deals with customer info) has/have regular access to the database. 'A member of staff or sub-contractor may be given temporary access if it is necessary when the Data Controller is not available.' (highlighted section dependent on whether you have data processors or just a data controller. This should make more sense when you run through the GDPR questionnaire)

If a sub-contractor works on your project, they may become aware of your name, company, etc.

You can ask to know what personal information Eco-Smartgas holds for you at any time. Requests should be sent to the Data Controller.

## **Right of erasure**

If at any time you would like your details to be deleted from our database, please contact the Data Controller.

You may withdraw your consent at any time by contacting the Data Controller.

It is the responsibility of the customer to let Eco-Smartgas know if you no longer wish us to store your information.

## **Complaints**

Any complaints about how your data is being processed should be sent to the Data Controller who can be contacted by e-mailing [ecosmartgas@btinternet.com](mailto:ecosmartgas@btinternet.com)