



# PRIVACY POLICY

## Why we have your information

We process and store personal data to fulfil our contractual obligations to our customers and to otherwise improve our services.

There are various ways in which we may obtain your personal data:

- you have contacted us;
- you visited our website;
- your personal data was provided to us by a third party, i.e. Letting agencies

## On what legal basis we have your information

We will only ever process your personal data where we have a lawful basis to do so. We have expanded upon the reasons for us processing your personal data below.

Where you have contacted us:

If you contact us, for example, for technical support, to inquire about our services, we will record the contact made and log necessary details of the interaction on our systems. We process any personal data collected via these methods as a **controller**.

The data collected (which may be via telephone recording) may include your first and last name, the email address and telephone number you use, or financial details, such as bank account numbers.

Our lawful basis for processing your personal data in this case is **legitimate interests**. The legitimate interests pursued are to support us delivering on our contractual obligations (where applicable), internal training, to improve the quality of our services, to make information available to you (including marketing), and or to resolve any conflict resolution (where applicable)

We use third party solutions to record and log the contact made with us; they will therefore process your personal data on our behalf.

## Where you visit our website:

Your personal data, such as your first and last name, telephone number, email address, postal address and any other relevant contact details may be collected by us when you contact us using any of our online forms.

The lawful basis for processing this information is **legitimate interests**. The legitimate interest pursued is to keep you informed about the services we offer which we think may be of interest to you (i.e., marketing).

All personal data collected by us through our website is done on the basis that we are the **controller**.

Where you choose to share your personal data with us through the mechanisms available via the website, we will process that data using third party solutions. These third parties will process your personal data on our behalf.

## Sharing your personal data

We have also partnered with reputable third parties to provide a best-in-class service offering to you and our customer base. Currently these third parties are as follows and provide their own privacy policies on their website which will provide you with the relevant information on how they process and store your personal data.

- Direct debit processing company - [www.theaccessgroup.com](http://www.theaccessgroup.com)
- Gas certification processing company – [www.gasengineersoftware.co.uk](http://www.gasengineersoftware.co.uk)
- Calendar and email processing company – [www.google.com](http://www.google.com)
- Email subscription company – [www.emailoctopus.com](http://www.emailoctopus.com)
- Email processing company – [www.microsoft.com](http://www.microsoft.com)

We may have to ad hoc share your personal data with regulators or other third parties where we think it's necessary to comply with applicable laws or regulations, or to exercise, establish or defend our legal rights.

We will only do this where we have a lawful basis for doing so, for example, **fulfilment of contract** or **legitimate interests**.

Lastly, we may share your personal data with third parties in connection with a sale of A & A Gas Service Engineers Ltd. Where that divested entity becomes a controller of your information, they will supply or otherwise make available to you the relevant privacy notice.

## Storage and disposal of your personal data

Where we have your personal data acting in our capacity as a **controller**, we will delete your personal data in accordance with our internal policies and procedures, or as otherwise required by data protection legislation: including where you choose to exercise your rights as a data subject (see Your Rights section for more information).

Where we have your personal data acting in our capacity as a **processor**, we will delete your personal data in accordance with the controller's instruction, or as otherwise required by data protection legislation. If we are required by law to retain any of your personal data, we will inform the controller of this lawful obligation.

## Your rights

We will process your personal data in accordance to the Principles and Individuals' Rights of The General Data Protection Regulation (both the EU version (2016/679/EU) and UK retained version thereof).

### Your data protection rights:

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

To exercise any of these rights, please contact [enquiries@aandagas.com](mailto:enquiries@aandagas.com) or 01908 803773.

Where we rely on consent as a lawful basis of processing, you may withdraw your consent at any time by emailing us at [enquiries@aandagas.com](mailto:enquiries@aandagas.com) or 01908 803773.

**Important note:** If you feel we have not processed your data in accordance with the Principles and Rights of the individual under GDPR (EU or UK), please contact [enquiries@aandagas.com](mailto:enquiries@aandagas.com) for our complaints procedure, or you may raise a complaint with the Information Commissioners Office (or other relevant supervisory authority) but we would like the opportunity to resolve any issues first.

