

Neater Heat Privacy Policy: How We Collect, Use & Protect Data

Effective Date: 06/01/2025

Neater Heat Ltd. ("we," "our," "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal data when you interact with us online, over the phone, or through other means.

1. Information We Collect

We collect and process the following personal information:

- Name
- Email Address
- Phone Number
- Payment Details
- Information collected through: Online forms
- Cookies
- User registrations
- Telephone calls (which may be recorded for training and quality purposes)

2. How We Use Your Information

The information we collect is used for the following purposes:

To provide our services and ensure the smooth operation of our business.

For internal marketing and operational purposes, including sending updates, promotions, or other information about our products and services (where permitted by law).

3. Data Sharing

We do not share your personal information with any third parties unless required to do so by law or for regulatory compliance purposes.

4. GDPR Compliance and Legal Basis

We process your personal data in compliance with the General Data Protection Regulation (GDPR). The legal bases for processing include:

- Consent: When you opt-in to receive marketing communications.

- Contractual Necessity: To provide the services you have requested.
- Legitimate Interest: For operational and administrative purposes, such as improving our services.

5. Data Retention

We retain your personal information indefinitely unless you request its removal. This ensures we can provide ongoing support and address future inquiries.

6. Your Rights

Under GDPR, you have the following rights concerning your personal data:

- Access: You can request a copy of your data.
- Rectification: You can request corrections to your data.
- Erasure (Right to be Forgotten): You can request that we delete your personal data.

For registered customers under our Care Plans, data stored via our partner Stripe is accessible and modifiable through a dedicated portal. If you wish to exercise your rights, please contact us at warmup@neaterheat.co.uk

7. Cookies

We use cookies to improve your experience on our website. These may include:

Functional cookies to ensure the website works properly. Analytics cookies to measure and improve site performance. You can manage cookie preferences through your browser settings.

8. Security

We take appropriate technical and organizational measures to safeguard your personal data, including secure storage and encrypted transactions.

9. Special Provisions

Children's Data: We do not knowingly collect or process data from individuals under the age of 18.

Industry Compliance: We adhere to the standards and regulations of Gas Safe, MCS, Oftec, CHAS, HIES,SSIP, and NAPIT.

10. Contact Information

If you have questions or concerns about this Privacy Policy or your data, please contact us at:

Neater Heat Ltd.

6 Beechnut Industrial Estate,

Beechnut Road,

Aldershot, GU12 4JA

Email:

warmup@neaterheat.co.uk

This policy will be reviewed regularly to ensure compliance with legal and regulatory changes.