

Privacy Policy

This Statement of Privacy applies to the Servicemyheating.com website (the **Website**) and data collection by M B Service & Repair Engineers Ltd (The **company**) and governs data collection, processing and usage. By using the Website, you consent to the company's data practices described in this statement. If you do not agree to any part of this Statement of Privacy, then you should stop accessing the Website.

Collection of your Personal Data

MBSR may collect and process Personal Data, such as your e-mail address, name, home or work address or telephone number to enable us to keep records of work we carry out, to provide you with copies of landlord safety certificates or other contract related paperwork (where required) and to remind you about future servicing.

Information about your computer hardware and software also may be automatically collected by the Website. This information can include your IP address, browser type, domain names, access times and referring website addresses.

Use of your Personal Data

MBSR collects and uses your Personal Data to operate the Website and deliver our services. We will periodically send service updates to regular customers.

Storage of Personal Data

Any data we hold will be stored securely by us. It may also be processed by our suppliers, for example our bookkeeper. If we share your information we will take reasonable steps to ensure that your privacy rights continue to be protected and are treated securely. By submitting your Personal Data, you agree to this transfer, storing or processing by us.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your Personal Data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

If we are required by law to disclose or share your personal information, without notice, we will do so, in the good faith belief that such action is necessary to: (a) comply with any legal requirements or comply with legal process served on the Website; (b) protect and defend the rights or property of MBSR; and, (c) act under exigent circumstances to protect the personal safety of users of the Website, or the general public.

Disclosures/onward transfers of Personal Data

MBSR does not sell, rent or lease its customer lists to Third Parties. We may share your information with Third Parties who perform tasks required to complete a purchase transaction e.g. Zettle.

All such Third Parties are prohibited from using your Personal Data except to provide these services to the Website, and they are required to maintain the confidentiality of your information by agreeing to provide adequate protections for the Personal Data

We may disclose your Personal Data to Third Parties. In the event that we sell or buy any business or assets we may disclose your Personal Data to the prospective seller or buyer of such business or assets.

Sensitive Data

Sensitive Data is any sensitive data relating to you, including information about your political opinion, religious beliefs or any other beliefs of a similar nature. MBSR will not process Sensitive Data about you without your express consent.

Use of cookies

The Website uses "cookies" to help you personalise your online experience. A cookie is a text file that is placed on your hard drive by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

Your rights

You have the right to ask us not to process your Personal Data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at info@servicemyheating.com

Right to access, change or delete Personal Data

You have a right to access information held about you, to ensure that such Personal Data is accurate and relevant for the purposes for which the Website collected the data. You may review your Personal Data stored in databases and correct, erase or block any data that is incorrect, as permitted by applicable law. You may edit your Personal Data by contacting us by email. In making modifications to your Personal Data, you must provide only truthful, complete and accurate information. To request erasure of Personal Data, please submit a written request.

Satisfying Requests for Access, Modifications, and Corrections: we will endeavour to respond in a timely manner to all reasonable written requests to view, modify, or inactivate Personal Data.

Employees: MBSR Employees may access and use Personal Data only if they are authorised to do so and only for the purpose for which they are authorised.

Children under thirteen

Our Services are not intended for use by children under the age of 13. If you become aware that a child has provided us with Personal Information, please contact us as set forth in this Privacy Policy.

We will occasionally update this Statement of Privacy to reflect company and customer feedback. We encourages you to periodically review this Statement to be informed of how we are protecting your information.