



PRIVACY POLICY

How We Use Your Information

This privacy notice tells you what to expect when Boiler Bunny Heating collects personal information. It applies to information we collect about:

Visitors to Our Website

When someone visits <https://www.boilerbunnyheating.co.uk/> we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our web site. If we do want to collect personally identifiable information through our web site, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

People Who Contact Us Via Social Media

We use the supplier standard interfaces to manage our social media interactions.

If you send us a private or direct message via social media the message will be stored by us, using these standard applications, which may change from time to time and at the discretion of the platform provider.

People Who Email Us

Where available, we use Transport Layer Security (TLS) to encrypt and protect email traffic. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

When emailing us, you should consider that we may retain that email and content, including file attachments, in perpetuity or for as long as we deem necessary to conduct lawful business relations with you.

Our Service

As a user of our services you should also expect that we will keep, process and secure your personal and commercial information, using appropriate technical means. This will include the periodic review of information that you have supplied to us, to enforce continued accuracy and accountability, periodic privacy notices with regards to the suppliers that we use to provide for our service ('our suppliers'), updates to security protocols, and all practical and generally accepted good business and housekeeping processes.

Complaints or Queries

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact us at info@boilerbunnyheating.co.uk. We also fully respect your rights to contact our Supervisory Authority (www.ico.org.uk).

Access to Personal Information

Boiler Bunny Heating tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998 and GDPR legislation. If we do hold information about you, we will:

- Give you a description of it.
- Tell you why we are holding it.
- Tell you who it could be disclosed to.
- Let you have a copy of the information in an intelligible form.

To make a request to us, for any personal information we may hold you need to put the request in writing addressing it to our Data Controller: info@boilerbunnyheating.co.uk or by writing to us at:

Boiler Bunny Heating Limited
28 Ely Place,
The City, London, EC1N 6TD

Disclosure of Personal Information

In many circumstances we will not disclose personal data without consent, however when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies.

This privacy notice does not cover the links within our web site linking to other web sites. We encourage you to read the privacy statements on the other web sites you visit.