

R B Porter Ltd - Privacy Policy

Last updated: 23/08/2018

R B Porter Ltd ("us", "we", or "our") operates the www.rbporterheatingltd.co.uk website (hereinafter referred to as "The Service").

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our website, and the choices you have associated with that data.

We use your data to provide and improve our website. By using the website, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, the terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible from www.rbporterheatingltd.co.uk

Definitions

Service

The Service is the website - www.rbporterheatingltd.co.uk which is operated by R B Porter Ltd

Personal Data

Data about a living person who can be identified from the data. This can also be in the form of information either in our possession or likely to come into our possession

Usage Data

Data that is collected automatically which is either generated by the use of the Service, or from the infrastructure of the Service itself (e.g. the duration of your visit to a page)

Cookies

Cookies are small files stored on your computer or mobile device

Information Collection and Use

We collect several different types of information for various purposes, enabling us to provide and improve our Service to you. These are listed and explained below.

Personal Data

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data").

Personally identifiable information may include, but is not limited to:

- Email address
- Your name
- Telephone number
- Address
- Cookies & Usage Data

Usage Data

We may also collect information based on how the Service is accessed and used ("Usage Data").

This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and we hold certain information.

A Cookie is an element of data which may include an anonymous unique identifier. Cookies are sent to your web browser from a website and stored on your device.

Other tracking technologies are also used such as beacons, tags and scripts to collect and track information, helping to improve and analyse our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent.

However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

Session Cookies

We use Session Cookies to operate our Service.

Preference Cookies

We use Preference Cookies to remember your preferences and various settings.

Security Cookies

We use Security Cookies for security purposes.

For further information regarding cookies, please refer to our Cookie Policy.

Use of Data

R B Porter Ltd uses the collected data for various purposes:

- Provide and maintain the Service
- Inform you of any changes to our Service
- Allow you to participate in interactive features of our Service if and when you choose to do so
- Provide customer care and support
- Analysis or valuable information so that we can improve the Service
- Monitoring the usage of the Service
- Detect, prevent and address any technical issues

Transfer Of Data

Your information, including Personal Data, may be transferred to, and maintained on, computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside United Kingdom and choose to provide information to us, please note that we transfer the data, including Personal Data, to United Kingdom and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

R B Porter Ltd will take all reasonably necessary steps to ensure that your data is treated securely, and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organisation or a country unless there are adequate controls in place including the security of your data and other personal information.

When might R B Porter Ltd contact you

We may use your data to register boiler and appliance installations for manufacturers warranty purposes, and Gas Safe compliance.

Data may also be used to remind customers of annual service dates or landlord gas safety certificate due dates. This can be done via post or email.

Should you not wish to receive these reminders, you can contact us and advise accordingly.

Disclosure Of Data

Legal Requirements

R B Porter Ltd may disclose your Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of R B Porter Ltd
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of users of the Service or the public
- Protect against legal liability

Data Security

The security of your data is important to us, but please remember that no method of transmission over the Internet, nor method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Service Providers

We may employ third party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform Service related services or to assist us in analysing how our Service is used and how it is performing.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Links to Other Sites

Our Service may contain links to other sites that are not operated by us. If you click a third party link, you will then be directed to that third party's site. We do strongly advise you to review the Privacy Policy of every site that you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

Children's Privacy

Our Service does not address anyone under the age of 18.

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian, and you are aware that your child has provided us with Personal Data, please contact us.

If we become aware that we have collected Personal Data from someone under the age of 18 without the verification of parental consent, we take steps to remove that information from our servers.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and or a prominent notice on our Service, prior to the change becoming effective, and also update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us

If you have any questions about this Privacy Policy, please contact us:

- By email: rbporterltd@hotmail.com
- By telephone: 01384 396719