

CHWS Privacy Policy

This privacy policy will explain how our organization uses the personal data we collect from you when you use our website or contact us directly.

Topics:

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What data do we collect?

CHWS collects the following data:

- Personal identification information (Name, email address, phone number, etc.)

How do we collect your data?

CHWS collects your data so that we can:

- Process your order and manage your account.

- Email you with details of other products and services we think you might like.
- We will not share your data with third parties, however we may share your data with our bank, credit insurer or finance provider.

When we process your order, we may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

CHWS Ltd securely stores your data at our head office on secure servers.

Your personal information is kept private and stored securely until a time it is no longer required or has no use.

Marketing

CHWS Ltd would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out later.

You have the right at any time to stop Commercial Hot Water Solutions Limited from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please contact us.

What are your data protection rights?

CHWS Ltd would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

The right to access

You have the right to request CHWS Ltd for copies of your personal data. We may charge you a small fee for this service.

The right to rectification

You have the right to request that CHWS Ltd correct any information you believe is inaccurate. You also have the right to request Commercial Hot Water Solutions Limited complete the information you believe is incomplete.

The right to erasure

You have the right to request that CHWS Ltd erase your personal data, under certain conditions.

The right to restrict processing

You have the right to request that CHWS Ltd restrict the processing of your personal data, under certain conditions.

The right to object to processing

You have the right to object to CHWS Ltd processing of your personal data, under certain conditions.

The right to data portability

You have the right to request that CHWS Ltd transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us:

email: ops@chwsLtd.co.uk

Telephone: 01934 244770

Or write to us: CHWS Ltd 71-72 Gazelle Road, Weston Industrial Estate, Weston-super-Mare. Somerset. BS24 9ES.

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

How do we use Cookies?

CHWS Ltd uses cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website

What types of Cookies do we use?

This website uses cookies to better the users experience while visiting the website. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device. Cookies are small files saved to the user's computer's hard drive that track, save, and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website. Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive, they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors. This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive, in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information <https://www.google.com/privacy.html> Other cookies may be stored to your computer's hard drive by external vendors when this website uses referral programs, sponsored links, or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved, or collected.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Changes to our privacy policy

CHWS Ltd keeps its privacy policy under regular review and places any updates on this web page.

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email: operations@chwsLtd.co.uk

Telephone: 01934 244770

Or write to us at: CHWS Ltd. 71-72 Gazelle Road, Weston Industrial Estate, Weston-super-Mare. Somerset. BS24 9ES.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Commercial Hot Water Solutions Limited has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office. <https://ico.org.uk/>