

PRIVACY POLICY FOR Heating Bliss

Privacy Policy Purpose & Audience

This privacy policy has been created to help businesses and individuals who visit our website, contact us, work with us, work for us or use our services and supply us with 'Personally Identifiable Information' (PII). PII, as described is information that can be used either on its own or in conjunction with other information to identify, locate or contact

Please read and understand our privacy policy carefully to be clear on how Heating Bliss collect, use, protect or otherwise handle your PII in accordance with our website & business operations.

What personal information do Heating Bliss collect from the people that visit website, social media platforms, direct or in person?

When you call us, meet us, email or submit a contact form online Heating Bliss collect and store your telephone number, email address, (home or business address where given / request) and topic that interests you. Heating Bliss also collect any PII you supply freely in the additional information box or via other methods.

When do Heating Bliss collect your information?

Heating Bliss collect information from you when you fill out a contact form our website. When you call us, meet us, email us, request a quote or send information via our social media channels.

How do Heating Bliss use your information?

Heating Bliss may use the information we collect from you when you register, make a purchase for goods or services, sign up for our newsletter, respond to a survey or marketing communication, visit our website or social media platforms, or use certain other site features in the following ways:

To follow up with you after correspondence (in person, live chat, email, mail, or phone inquiries). To provide you with a bespoke quote. To share within our company and with our contractors and suppliers for the purpose of fulfilling quotes, delivery and services.

How do Heating Bliss protect your information?

Heating Bliss use anti-virus / malware protection software.
Heating Bliss only provide articles and information. Heating Bliss never ask for credit card numbers.

Your personal information held electronically is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

Heating Bliss implement a variety of security measures when a user enters, submits, or accesses their information to maintain the safety of your personal information.

All financial transactions are processed through a gateway provider and are not stored on any of our databases or processed on our website hosting servers.

Do Heating Bliss use 'cookies'?

Yes. Please see our separate Cookie Policy.

Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow this – you can turn off cookies on your browser) that enables our website's or service provider's systems to recognise your browser and capture and remember certain information.

For example, Heating Bliss use cookies to help us remember and process the items in your shopping basket. They are also used to help us understand your preferences based on previous or current website activity, which enables us to provide you with improved services.

Heating Bliss also use cookies to help us compile **aggregated, non personally identifiable** data about website traffic and website interaction so that Heating Bliss can offer better site experiences and tools in the future.

Heating Bliss use cookies on our website to:

Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. Heating Bliss may also use trusted third-party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Each web browser is a little different so please refer to your browser's Help Menu / settings to learn the correct way to adjust your cookie preferences.

If you turn cookies off, it won't adversely affect your experience.

Third-party Disclosure

Heating Bliss do not trade, sell, or otherwise transfer to outside parties your Personally Identifiable Information unless Heating Bliss provide users with advance notice and seek permission.

This **does not include** partners and other parties who assist us in delivering services and products to you. This is necessary to continue to deliver your signed up services.

Heating Bliss may also release information, appropriately, to comply with the law, enforce our site & business policies, or protect ours or others' rights, property, or safety.

Third-party links

Heating Bliss do not include or offer third-party products or services on our website.

Google

Google's advertising requirements can be summed up by Google's Advertising Principles. They are put in place to provide a positive experience for users.
<https://support.google.com/adwordspolicy/answer/1316548?hl=en>

Heating Bliss use Google AdSense Advertising on our website.

Google, as a third-party vendor, uses cookies to serve ads on our site. Google's use of the DART cookie enables it to serve ads to our users based on previous visits to our site and other sites on the Internet. Users may opt-out of the use of the DART cookie by visiting the Google Ad and Content Network privacy policy.

Heating Bliss Have Implemented the Following:

Heating Bliss, along with third-party suppliers such as Google use first-party cookies (i.e. Google Analytics cookies) and third-party cookies (such as the DoubleClick cookie) or other third-party identifiers together track visitors to our website (and social media), aggregated up to an anonymous level.

Opting Out:

You may wish to set your own preferences for how Google advertises to you using the Google Ad Settings page. Alternatively, you can opt out by visiting the by using the Google Analytics Opt Out Browser add on or Network Advertising Initiative Opt Out page.

<https://tools.google.com/dlpage/gaoptout>
<http://optout.networkadvertising.org/?c=1#!/>

Once this privacy policy is created, Heating Bliss will add a link to it on our website home page or as a minimum, on the first significant page after entering our website. Our Privacy Policy link includes the word 'Privacy' and can easily be found on the page specified above.

You will be notified of any Privacy Policy changes:

- On our Privacy Policy Page

Can change your personal information:

- By emailing us

How Does Our Website Manage “Do Not Track” Signals?

Heating Bliss honour “Do Not Track” signals and do not track, plant cookies, or use advertising when a DNT browser mechanism is in place.

COPPA (Children Online Privacy Protection Act)

Heating Bliss do not specifically market to, or target, children under the age of 13 years old.

GDPR Information Practices

GDPR compliance forms part of, and directs, our Privacy Policy. Heating Bliss takes your data protection seriously and works hard to comply with GDPR laws and principles.

Data Breaches: Heating Bliss will take the following responsive action, should a data breach occur:

Heating Bliss will notify the users of a breach via onsite notification within 7 business days

Should specific PII data be breached those users will be emailed directly with details within 7 days of discovery of the breach.

Heating Bliss also agree to the Individual has the right to request all PII information help by us. You also have the right to have that data deleted except where we are legally obliged to keep it.

CAN SPAM Act / GDPR

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

Heating Bliss collect your email address in order to:

- a) Send you business related information, respond to your enquiries, and/or other requests or questions
- b) Share with related companies & sub-contractors carrying out work for you we have agreed on, on behalf of Heating Bliss
- c) Pass onto an associated company or individual within our business referral network we have explicitly agreed that with yourself in advance.

To be in accordance with CANSPAM, Heating Bliss agree to the following:

- Not use false or misleading subjects or email addresses.
- Identify the message as an advertisement in some reasonable way.
- Include the physical address of our business or site headquarters.
- Monitor third-party email marketing services for compliance, if one is used.
- Honour opt-out/unsubscribe requests efficiently & quickly.
- Allow users to unsubscribe by using the link at the bottom of each email.

To Unsubscribe from Receiving Future Marketing Emails, You Can Email Us At info@heatingbliss.co.uk and Heating Bliss will remove you from **ALL** marketing correspondence within 7 days.

This will also include emails that are useful to business owners so please bear that in mind when unsubscribing. We only send out emails that are directly related to the services we provide.

Business Related Important Emails – Existing Customers of Heating Bliss

From time to time we need to send out newsletters and important information to existing customers to ensure their products and services we provide continue to function well.

These are needed to protect or improve your service. You can unsubscribe from these at anytime.

Contacting Us

If there are any questions regarding this privacy policy, you may contact us using the information below.

<https://heatingbliss.co.uk/>

Denby House Business Centre,
Taylor Lane, Loscoe,
Derbyshire, DE75 7AB

Call: 0800 915 9593

Email: info@heatingbliss.co.uk

Registration No. 620575

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