

# Resolve Heating, Plumbing & Gas Services Ltd Privacy Policy

## **Our contact details**

Name: Resolve Heating, Plumbing & Gas Services Ltd

Address: C/O JGBC Ltd, 1 Duddingston Yards, Edinburgh, EH15 3NT

Phone Number: 0131 468 1448

E-mail: [info@resolve-services.co.uk](mailto:info@resolve-services.co.uk)

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- **Email Address**

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- **To be added onto our system and have your work carried out by one of our engineers**

We use the information that you have given us in order to **book your appointment with one of the engineers that you require.**

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are: **[delete as appropriate]**

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting 0131 468 1448.**

**(b) We need it to perform a public task.**

## **How we store your personal information**

Your information is securely stored **on our system**.

We keep **your information** on our system for any future work that you may require to be carried out or any promotional offers we could interest you in. If you wish to be removed from our system you can do so by letting us know and contacting us on 0131 468 1448.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@resolve-services.co.uk](mailto:info@resolve-services.co.uk) if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at **Resolve Heating, Plumbing & Gas Services Ltd, 1 Duddingston Yards, Edinburgh, EH15 3NT, 0131 468 1448, [info@resolve-services.co.uk](mailto:info@resolve-services.co.uk)**

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>