

JPR Combustions Ltd are committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully and contact us should you have any questions regarding our privacy practices.

For the purpose of UK data protection law, the data controller is JPR Combustions Ltd.

#### What Information do we collect from you?

When you visit, register, make a booking or request for services at JPR Combustion's website, or by corresponding with us by phone, e-mail or otherwise, we collect user's contact information which includes name, mailing address, e-mail address and phone number.

We do not store credit/debit card details.

#### How your information is used

To provide our services to you in the most efficient way and to contact you in connection with the services we provide at your request.

We use email addresses, phone numbers, mailing addresses to answer enquiries and book services provided by JPR Combustions Ltd.

If you are an existing customer, we may contact you with information about services you have previously had that are due for renewal or to notify you about changes to our service.

#### Disclosure of personal information to third parties

At times, JPR Combustions Ltd may disclose the user's name and address to third parties when required for performance of the specific services and products requested by the user. If JPR Combustions Ltd books the client's service with its affiliates, agents or contractors, you agree that JPR Combustions Ltd will provide his/her information to such other parties as necessary to secure and provide the services requested by the user.

We will disclose personal information to third parties if we are under a duty to, in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of us, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We will not sell, lease, disclose, share or provide any of the user's personally identifiable information to any third party or company for marketing, research, statistics or related purposes.

#### Storage of personal information

We are committed to protect the information you provide and have security procedures in place to safeguard the physical and electronic data we hold.

JPR Combustions Ltd applies technical measures to keep personal data stored securely on information systems such as firewall, anti-virus software and back-up/replication measures to prevent data loss.

Our website is encrypted to protect your personal details when visiting it or using our online contact form.

Access to personal data held on systems is controlled by passwords. This includes computers, mobile devices (smart phones, tablets and lap-tops) used by staff.

Physical paperwork is kept to a minimum, stored securely and shredded after use.

#### How long do we keep your information for?

We will keep the information you provide to us up to a period of 10 years.

We keep the information to assist with any queries or complaints relating to our products or services previously supplied. It also helps us to provide a better service to you in the future. By being able to access information regarding your previous appliances, history of services/repairs or installations by us, we can offer a more efficient service to you.

You have the right to access your personal data that has been collected by us and can obtain a copy of your personal data by sending a signed letter. This letter must contain the information that allows us to identify you.

You have the right to complete or rectify incorrect data. If you want to exercise this right, please contact us and we will amend accordingly.

You have the right to have your personal data erased at any time. You can have your personal data erased by sending a signed letter which must contain information that allows us to identify you. Your request will be processed within 30 days of receiving this letter.

#### Transferring your information outside the European Economic Area (EEA)

We may need to transfer your personal information outside of the EEA in order to provide you with the services and products you require. This will most likely occur when our third-party providers are based outside the EEA.

If we do transfer your personal information to other territories, we will take proper steps to ensure that your information is as equally protected as in the UK.

By submitting your personal data, you agree to this transfer, storing or processing of your information in this way.

#### External links

Occasionally, at our discretion, we may include links to external websites or third party products or services on our site. We do not monitor, endorse or review the content of other party's websites, services or products. You acknowledge that we do not recommend, warrant or assure the availability, accuracy, safety, security, or reliability of such external sites, their services or products which are linked to from this site.

You accept that we are not responsible for the privacy policies or practices, content, advertising, materials, products, goods or services offered at such sites. JPR Combustions Ltd will not be liable for any loss, harm or damage howsoever caused or alleged to have been caused to you in connection with or resulting from your use of or reliance on any content or disclosure of personal information to such external sites.

### Google Analytics

This website uses Google Analytics for gathering information from the anonymous users of this website. The tracking script of Google Analytics is run on every page load. Google Analytics identifies the user by using cookies and the gathered information is sent to Google's servers which can be located in the United States. Google will use this information for providing us different reports from our visitors. These reports are used to compile visitor statistics and monitor visitor flow to our site.

Please contact us if you have any questions regarding this privacy policy or about the information we hold.

You may also request details of the information we hold about you by writing to:

The Data Protection Officer

JPR Combustions Ltd,  
The Black Building  
East Quay  
Wootton Bridge  
Isle of Wight  
PO33 4LA

We hope that we will be able to answer any questions or concerns that you have. You have the right at any time to raise your concern with the Information Commissioner's Office at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.