

Privacy Policy

This website 247staywarm.co.uk and any subdomains (the "Service") is operated by 247 StayWarm Limited, with mailing address of with mailing address of Parkhill Business Centre, Padiham Road, Burnley BB12 6TG (hereinafter, "We", "Us", or "Our"). 247 StayWarm Limited is the data controller of your Personal Information in the context of the Service.

This Privacy Notice ("Notice") describes how We will process and protect personal information relating to an identified or identifiable individual ("Personal Information") when you use the Service, which allows users to purchase Our products, create an account, access documents and forms (for example, view terms and conditions), make payments, and contact customer support (for example, through the chat function on Our Website), and applies to your use of the Service.

We also use the Personal Information to provide Our product & services to you, to communicate with you, and to track usage of the Service and Our products and services.

Your Personal Information shall be held and used in accordance with applicable legislation relating to the protection of Personal Information (the "Applicable Law").

Your Personal Information will be shared with our affiliates and service providers, some of which are located outside the EEA and are not subject to an adequacy decision of the European Commission.

Automated decisions may be taken about you, for example to determine your eligibility for Our products and services, the costs of our products and services and the viability of claims that you make under Our products and services (see "Automated Decision Taking" for further information) Where We rely on your consent, such as for the placement of cookies and sending of promotional communications, you can withdraw this consent at any time.

This Notice sets out more details of this processing, including details of your data protection rights, such as your right to object to certain processing (see "Your Choices and Rights" for further information).

This Notice applies to the Service only and does not necessarily reflect practices with respect to information gathered through other services We offer or Websites We operate or the collection of information through off-line means. To review the privacy practices of those other services, please refer to the policies provided in association with each.

1. Personal Information We Collect

We collect your Personal Information in the following situations:

1.1. When you Request a Quote We collect Personal Information from you when you request a quote for our products or services through the Service.

1.2. When you Make a Purchase We collect Personal Information from you when you make a purchase on the Service. To make a purchase through the Service, We ask individuals to provide Us with their full name, contact details (for example postal address, telephone number, email address), banking information (for example bank name, sort code, account number), date of birth and communication preferences.

1.3. When you Create an Account We collect Personal Information from you when you create an account on the Service. To create an account on the Service, We ask users to provide Us with their full name, contact details (for example - email address), date of birth and communication preferences. We will also collect your Internet Protocol ("IP") address.

1.4. When you Submit a Payment We collect Personal Information from you when you make a payment (for example an excess payment). We ask you to provide Us with payment details: cardholder name, payment or debit card number, CVC, and expiry date. We do not store any of this information on our system. Call recordings are paused when card payments are taken.

1.5. When you communicate with Us or contact Us for Customer Support When you contact Our customer support team through the chat function on Our Website or when you call Us (for example, when you enquire about the status of your account or claim), We will collect information that you provide to Us in your communications (such as the query or issue that you have raised, information relating to your existing plan if you are communicating with Us about a claim, or payment card information if you are communicating with Us about premium payment). We will also collect your responses to surveys about Our services and the Service, if you choose to participate.

1.6. When you access the Service We collect information about devices used to access Our Service and functionalities of the Service (such as the chat function). This includes IP address, operating system and version, browser used and version, language preferences, time zone, screen settings and site visited before arriving on Our Website. Additionally, We use cookies and similar technologies such as web beacons to collect information about how you use and navigate Our Service (for example, the pages that you view and links that you click). We use cookies to help Us recognise you, improve your experience, increase security, and measure use and effectiveness of Our services. For more information about the cookies We utilise on the Service, please view Our Cookie Policy.

2. Purposes and Legal Basis for the Processing of your Personal Information We process your Personal Information for the following purposes: To fulfil a contract, or take steps linked to a contract: this is relevant where you have entered into, or are taking steps to enter into, a contract with Us, or where you submit a claim. This includes: · providing you with a quote; · providing the Service or amending the Service at your request; · verifying your identity; · processing your claim; · taking payment from you; · making reimbursement payments to you; and · communicating with you.

As required by Us to conduct Our business and pursue Our legitimate interests, in particular: ·

- We will use your Personal Information to provide the Service and other products and services that you have requested, to communicate with you and to respond to any comments, queries or complaints you may send Us;
- We monitor use of the Service and use your Personal Information to help Us to track and analyse preferences and trends, evaluate possible new features, functionality and services, and improve Our Service.
- We use Personal Information to help Us recognise you on the Service, improve you're experience, increase security of Our networks and systems, and measure use and effectiveness of Our Service.
- We use Personal Information you provide to investigate complaints received from you or from others, about the Service or Our products and services. We also use this Personal Information to track potential issues (for example, issues with fulfilment of services) and trends to better serve you;
- We use Personal Information to make decisions about, and to effect, reorganisations or sales of all or part of Our business;
- We monitor customer accounts to prevent, investigate and/or report fraud, misrepresentation, or crime, in accordance with Applicable Law;
- We will use Personal Information in connection with legal claims (for example, relating to denial of an claim), compliance, regulatory and investigative purposes (for example, theft and

- fraud investigations) as necessary (including disclosure of such information in connection with legal process or litigation);
- We use Personal Information of some individuals to invite them to take part in market research and customer surveys; and
 - We use Personal Information to send you information about 247 StayWarm Limited products and services, such as customer experience surveys (where your consent is not required).

Where you give Us consent:

- We place cookies and use similar technologies in accordance with Our Cookie Policy and the information provided to you when those technologies are used;
- We use Personal Information to send you information about Our products and services, special offers and similar (where your consent is required); and
- On other occasions where We ask you for consent, We will use the data for the purpose which We explain at that time.

For purposes which are required by law:

- In response to requests by government or law enforcement authorities conducting an investigation.
- Responding to complaints where We are under a legal or regulatory obligation to adhere to a complaints handling procedure.

Withdrawing consent

Wherever We rely on your consent, you will always be able to withdraw that consent, although We may have other legal grounds for processing your data for other purposes, such as those set out above. Where you have given Us your consent, you can withdraw it by using the mechanism described to you at the time that your consent was obtained, or by contacting us.

3. Automated Decision Taking

In certain circumstances, decisions about you will be taken by solely automated means:

Providing you with a quote: Where you request a quote from Us, such as for a new boiler, information such as your current level of cover and your new boiler are processed to determine whether the requested changes can be made to your policy and, if so, whether an additional premium is necessary. The consequences of this automated decision taking will be that you are either denied from making the requested change, are permitted to make the requested change with a charge or are permitted to make the requested change with no charge. If you do not agree with the result of a decision taken by solely automated means, you can request human review of the decision, express your point of view, and obtain an explanation of the decision and challenge it. If you wish to do so, please contact us.

4. Disclosure of Personal Information Our parent company Ventureprise PLC and group companies including 247 Home Assist Ltd and finance company (if you choose to use a finance option)

4.1 Disclosure to Our Affiliates We will disclose your Personal Information to other companies for the purpose of performing tasks that directly relate to the provision of the Service. For example, We may share your information with Our affiliates to service your account or claim and may also share your name and contact details as necessary.

4.2 Disclosure to Our Service Providers and Partners We employ third party companies and individuals to facilitate the Service (in particular, third parties assist Us with customer support, the customer chat function on Our Website, communications, audit, application or database hosting, development, logistics, payment processing, other products (for example, manufacturers and engineers & finance company), and fraud detection and prevention. These third parties have limited access to your Personal Information to perform these tasks on Our behalf and are

obligated to Us. The personnel of such third parties who use your Personal Information is limited to those individuals which are authorised to do so on a need-to-know basis and as necessary to provide these business services to Us. To fulfil your service your account or claim, We may share your name, contact details (including postal address, email address and mobile number), and reference of your covered boiler with the manufacturer or an engineer. We may also share your name and contact details as necessary. We do not authorise such third parties to disclose or use this Personal Information for other purposes.

4.3 Disclosure to Public Authorities

We may disclose your Personal Information if required for the purposes above, if mandated by law or if required for the legal protection of Our legitimate interests in compliance with Applicable Law.

4.4 Other Categories of Recipients

We may also disclose your Personal Information, usage information, and other information about you to parties acquiring part or all of Our assets, as well as to attorneys and consultants. Also, if any bankruptcy or reorganisation proceeding is brought by or against Us, your Personal Information may be considered a company asset that may be sold or transferred to third parties.

5. Where your Data is Processed In providing the Service, Personal Information may be transferred to, and processed in, countries where data protection and privacy regulations do not offer the same level of protection as the European Economic Area ("EEA") and other parts of the world. Sharing Personal Information with Our affiliates involves transfers outside the EEA. For example, if We share your data with other companies to service your account, that data will be processed by Our affiliates. Sharing Personal Information with Our Service Providers and Partners may also involve transfers outside the EEA.

6. Your Choices and Rights

In some countries, you have the right to request access to, correction of, and deletion of your Personal Information, and to restrict the processing of your Personal Information, under Applicable Law. You also have the right to request a structured commonly-used and machine-readable copy of Personal Information that you have provided to Us for a contract or with your consent, and to ask Us to transmit (port) this Personal Information to another controller.

You may also object to Our processing of Personal Information in certain circumstances (in particular, where We don't need to process the information to meet a contractual or other legal requirement, or where We are using the data for customer experience surveying purposes (see Section 2)).

You can exercise any of your rights, or obtain other information by contacting us. In order to safeguard your Personal Information from unauthorised access, We may ask that you provide sufficient information to identify yourself prior to providing access to your Personal Information.

In certain situations, and subject to Applicable Law, We may not be able or obliged to comply with part or all of your individual requests. For example, We may not comply with an access request if doing so would reveal Personal Information about another person, or comply with a deletion request relating to information which We are required by law to keep or have compelling legitimate interests in keeping.

Please note that We have the right to refuse requests which are manifestly unfounded or excessive (for example, due to their repetitive character). Relevant exemptions are included in both the GDPR and in the Data Protection Act 2018. We will inform you of relevant exemptions We rely upon when responding to any request you make.

If you have unresolved concerns, you have the right to complain to an EU data protection authority ('supervisory authority') where you live, work or where you believe a breach may have

occurred. To provide certain parts of the Service (for example Purchasing a Product, Creating an Account and Making Payment), the provision of Personal Information is mandatory:

If relevant data is not provided, then We will not be able to provide certain parts of the Service. All other provision of your information is optional. If you do not wish to provide optional information, then your experience on Our Website may be less personalised.

7. Communications from Us

We communicate with you through email, SMS and the Service. We will send you service-related communications (for example, "Your device has been shipped"), marketing and promotional messages (with your consent if required) customer satisfaction and market research surveys. You can change your email, SMS and contact preferences by contacting us by email (privacy@247staywarm.co.uk) or telephone.

8. Data Retention

We retain Personal Information you provide as needed to provide the Service. We may retain your Personal Information if retention is reasonably necessary to comply with Our legal obligations, meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce this Notice and Our Websites Terms and Conditions. We may retain Personal Information for a limited period of time if requested by law enforcement.

Our customer support may retain information for as long as is necessary to provide support-related reporting and trend analysis only, but We generally delete or de-personalise transaction-related data consistent with this Notice. Once Personal Information is anonymised, We may retain and use such information. Additionally, We maintain logs and backups for security, debugging, and site stability purposes for up to 12 months after your transaction has been completed. We typically delete logs and other backup information through the deletion process within 12 months of your last activity, except as noted in Section 5. Where We process registration data, We do this for as long as you are an active user of Our Website and for 6 years after this.

Where We process Personal Information in connection with performing a contract, We keep the data for up to 6 years from your last interaction with Us. We also retain communications that you send to Us (for example, via email and the chat functionality) for up to 6 years. Transcripts of communications sent via the chat functionality on Our Website are stored for up to 13 months.

9. Information Security

We have implemented safeguards designed to protect your Personal Information in accordance with industry standards. We have measures in place to restrict access to Personal Information to those individuals whom We know have a valid business purpose to have access to such data. We maintain physical, electronic and procedural safeguards. We follow generally accepted standards designed to protect the Personal Information submitted to Us, both during transmission and once We receive it. We require those who provide services for Us and to whom We provide Personal Information collected through the Service to keep such information secure and confidential. However, no method of transmission over the Internet or method of electronic storage is totally secure. Therefore, We cannot guarantee it's absolute security.

10. Important Information

10.1 Minimum age

We do not knowingly collect Personal Information from anyone under the age of 18. You must be at least 18 years of age to use the Service.

10.2 Changes to this Notice

We may update this Notice from time to time. If We make any material changes to Our Notice, We will notify you by email or by means of a notice through the Service, or by other means prior

to the change becoming effective, so that you may review the changes before you continue to use the Service. Please review changes carefully.

10.3 Contact Us

For customer enquiries, please contact Us at 247 StayWarm Limited, Parkhill Business Centre, Padiham Road, Burnley, BB12 6TG, or by calling us on 0333 358 0075.

We welcome your questions or comments regarding this notice.

Please write to us at Data Protection Officer, 247 StayWarm Limited, Parkhill Business Centre, Padiham Road, Burnley, BB12 6TG.