



Privacy Policy

This website is operated by James Frew Ltd ("GasSure"). We are committed to protecting and respecting your privacy and complying with the Data Protection Act 1998 and all subsequent legislation including GDPR (UKGDPR), May 2018 ("the Act"). GasSure is a Data Processor in terms of the Act. This statement sets out our privacy policy and explains what we do with the personal information that we collect from our users. Please read the following to understand our views and practices regarding personal information. If you have any questions or concerns regarding this statement, you should contact us using the details given at the end of this statement.

Please note that this policy applies only to the GasSure website and not to the websites of other organisations to which we may provide links. We are not responsible for the privacy policies or practices of such third-party websites, and you should make your own enquiries in respect of them.

Your Personal Information

Depending on how you interact with our site and use our Services we may collect different types of personal information about you. The duration that we retain that personal information will vary depending on how you interact with us. For example, we may retain information about you for a longer period of time if you have asked us to keep you updated about developments in the business.

We will only use the personal information collected from our site for any marketing purposes if you consent to us marketing to you. For any existing or new customer, we will keep you updated with any relevant product or service, however you will be able to unsubscribe at any point. If you have requested that we get in touch with you then we will use your personal information to assist us in answering your query.

We will store your personal information for up to six years from ceasing to be our client. This is to enable us to refer to our records in the unlikely event that you want to lodge a complaint against us within six years.

If you do not exercise your right to object to marketing or unsubscribe to our marketing emails, we will store your personal information for marketing purposes until you exercise your right to object or unsubscribe.

Why Do We Collect And Use Your Personal Information?

We collect and use your personal information in order for us to provide you with our plumbing / heating /boiler maintenance Service.

We use your personal information to send marketing communications to you about similar products and Services that may be of interest to you. We will send our marketing communications to you by email, including a regular newsletter informing you of the latest news from James Frew Ltd. It is to be noted that you can object to your personal information being used by us to send you marketing

information. Each marketing email will also include an unsubscribe link to enable you to opt-out of receiving future marketing communications.

What Personal Information will we collect?

When you visit our website, your IP address (the unique address which identifies your computer on the internet) will automatically be logged by our web server. We may automatically collect non-personal information about you such as the type of internet browsers you may use or the site from which you linked to from our website. You cannot be identified from this information, and it is only used to assist us in providing an effective service.

If you register, we will collect personal information such as your name, home address, email address, mobile telephone number and/or other details which users may voluntarily provide including your boiler make and model, and another other information your share, we will store, to allow us to deliver the Service to you.

What Happens If I Do Not Provide My Personal Information?

We need your personal information in order to provide our Plumbing/ Heating/ Boiler repair/maintenance Services to you. If we do not collect your personal information, we will not be able to provide our Services to you.

Who Will We Share Your Personal Information With?

We will share your personal information with a number of third-parties including Novuna Personal Finance, a trading style of Mitsubishi HC Capital UK PLC and Square (www.squareup.com) who will deal with all online payments. Directly engaging with any third-party through our site will be subject to the third-parties terms and conditions.

We may share your personal information with law enforcement agencies, fraud prevention agencies and regulatory bodies such as the FCA, Police Scotland and HMRC when required to do so by law.

We may engage the Services of professional advisers such as compliance consultants, lawyers and accountants who may be given access to your personal information in order to provide their Services to us. We will ensure that your personal information is protected by obtaining a written undertaking of confidentiality from the professional service providers.

In the event that we are subject to a merger or acquisition we may share your personal information with the organisation(s) that acquire or merge with our business and/or their professional advisers in the course of the acquisition or merger transaction and thereafter. In such circumstances the latter organisation will be required to use your personal information in the same ways described in this privacy policy.

What Is Our Lawful Basis For Handling Your Personal Information?

Under the UK General Data Protection Regulation (UKGDPR) we must have a lawful basis to legally handle your personal information. The lawful basis that we rely upon are as follows:

1. Contract – to take steps, at your request, to enter into a contract to fulfil your order and to perform our obligation under the contract (i.e., to deliver your order);
2. Legal obligation – to share personal information with law enforcement agencies and regulatory bodies if required to do so by law;

3. Legitimate interests – to use your personal information to send you marketing communications about similar products/Services in the future, to share your personal information with third party professional service providers that we engage and to share your personal information with our successor(s) in the event of a merger or acquisition.

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What Are Your Rights In Relation To Your Personal Information?

Right to access

You have the right to request copies of the personal information we hold about you at any time.

Right to rectification

You have the right to request that we correct any inaccurate personal information we hold about you.

Right to erasure

You have the right to request that we delete your personal information from our records.

Please note that we will not be able to delete your personal information whilst we are still providing our Services to you. We will be able to delete your personal information once you cancel the service or once the service is completed.

Right to restrict processing

You have the right to request that we restrict how we use your personal information.

Right to object

You have the right to object to the collection and use of your personal information at any time.

Right to data portability

You have the right to obtain a copy of your personal information in a legible and compatible format such as Excel or Word.

Right to withdraw consent

You have the right to withdraw your consent for us to use your personal information at any time.

What about changes to the privacy policy?

We reserve the right to modify or amend this privacy policy at any time and for any reason. Details of any changes will be posted at the top of the privacy policy web page.

Contact Address;

James Frew Ltd trading as GasSure

83 New Street,

Stevenston, KA20 3HD

Registered company number: SC036286

Email: info@gassure.com

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