



Privacy Notice

We are Phoenix Gas Services. We are part of a group of companies which also includes Phoenix Renewable Technologies and Phoenix Gas Holdings.

This privacy policy tells you what to expect when we collect personal information about you when you use this website.

Topics

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1. What information do we collect about you?

We collect data about you if you register for services or for further contact using this website. We will also collect relevant information if you purchase or register for services by email, telephone, in person or by post.

(We may also collect personal information if you complete surveys / register for a newsletter or update service / provide feedback / participate in competitions).

Website usage information is collected by using Cookies (see below).

2. Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. It also allows certain website functions to work.

You can get more information about Cookies at <https://ico.org.uk/for-the-public/online/cookies/>

You can turn off Cookies in your internet browser (e.g. Internet Explorer, Chrome, Safari, Opera or Firefox) so they are no longer collected and the above webpage contains links to tell you how to do this. Please note that turning off Cookies may prevent some of our website functions from working.

3. How will we use the information collected about you?

We will use the information you provide in order to provide the services you have requested to you. Certain information is required to provide those services and these are mandatory. The non-mandatory information will be used for anonymous statistical analysis about our clients or for other purposes which you have consented to.

If you do not think we need certain information (which we have marked as mandatory) to provide our services please get in touch using the details below and we will be happy to discuss this with you.

As well as for providing the services you have requested we may use the information collected for other purposes, such as marketing. However, we will only use the information for these purposes if you have consented to us doing so.

We make sure that we offer you genuine choice and control over how we use your data. If you wish to withdraw consent or change your preference about how we use your information then please contact us using the details below.

We do not transfer personal data to countries outside the EU.

We retain your data until we have fully answered your query and only keep your information on file if it is necessary to our contract with yourselves or for legitimate interests, such as to remind you of your next service date.

The provision of your personal data is part of a contractual requirement or obligation and the possible consequences of failing to provide the personal data mean we may be unable to help you or offer our services.

4. Marketing

We may contact you for marketing purposes if you have consented to this when you provided your information to us. This may include marketing from the other companies in our group which are identified above.

You can withdraw consent or change your preferences about marketing activities at any time by contacting us using the details below.

5. Access to your information and corrections/changes

If you would like to know what information we hold about you please write to us using the contact details below.

Please notify us if any of the information we hold about you has changed or is incorrect, we will be happy to update this for you.

6. Third parties

We may need to provide certain third party organisations with your information in order to provide our services (for example a courier who will deliver goods to you). We will only provide them with the information they require and will only permit them to use the information for the required purpose only.

If any such third party has used your information for any other reason without your consent please notify us using the details below and we will investigate the matter.

7. Other websites

Our website may contain links to other websites. This privacy notice only applies to this website. For information on how the other website provider will use any information you should check the privacy notice of that website.

8. Changes to our privacy policy

We keep this privacy policy under regular review and will post details of any changes below. This privacy policy was last reviewed on 01/05/2018.

9. Complaints

We strive to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously.

If you think that our collection or use of information is unfair, misleading or inappropriate please bring it to our attention. We would also welcome any suggestions for improving our procedures. You may report any concerns regarding the way in which we have handled your personal data to the Information Commissioner on 0303 123 1113 or by using this link <https://www.ico.org.uk/concerns>.

10. **How to contact us**

You can contact us by email at info@phoenixgasservices.co.uk

Alternatively you can write to us at:

Phoenix Gas Services Ltd
Unit 2 Century Road
High Carr Business Park
Newcastle-under-Lyme
Staffordshire
ST5 7UG

11. **Changes to this Privacy Policy**

We have made the following changes to this Privacy Policy

Date	Change