

RB Gas Services Ltd Privacy Policy

1. About This Policy

RB Gas Services Ltd is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. This policy outlines how we aim to achieve this and includes the information collected when:

- You use our website (www.rbgservices.co.uk)
- You make enquiries via our website

By using our website, you therefore consent to the collection and use of your personal information by us as detailed in this Privacy Policy.

2. Definition of Personal Data

Personal Data means any data that relates to an identifiable person who can be directly/indirectly identified from that data. In this case, it means personal data that you give to us via our site or telephone.

By providing your personal data, you agree that we can use your personal data in accordance with this policy.

3. Our contact details

RB Gas Services Ltd is a company incorporated in England and Wales with registered number: 09082035.

Our registered office address is: First Floor, Telecom House 125-135 Preston Road, Brighton BN1 6AF.

Email: admin@rbgservices.co.uk

Phone: 0203 444 0554

Web: www.rbgservices.co.uk

Data Protection Contact: admin@rbgservices.co.uk

3. What type of information we collect from you

We collect our client's personal information, such as name, address, telephone number, email address, billing information and comments/feedback.

4. How we collect the information and why we do we have it

We collect and store this information when you provide us with it in order to engage our services via telephone, email or via the contact form on our website.

We collect your personal information in order to perform our services, including providing the service at your property and for the purpose of invoicing you for the same. In addition, we use your information to issue service reminders.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting admin@rbgservices.co.uk.

- (b) We have a contractual obligation.
- (c) We have a legitimate interest.

5. What we do with the information

We store your information on our database for the purposes of providing a service, invoicing and for future interactions, such as service reminders.

We do not share your information with third parties, except in the event of passing information to debt collection agencies, for the purpose of collecting outstanding monies.

6. How we store your information

We store your data on our internal database.

We employ a range of technologies to protect the information maintained on our systems from loss, misuse, unauthorised access or disclosure, alteration, or destruction. We will not sell, distribute, or lease your personal information to third parties. Any personal information we request from you will be safeguarded under current legislation.

We will only store your data for as long as we have your permission to do so, or are legally required.

7. 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 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 information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the 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, in writing, at admin@rbgservices.co.uk if you wish to make a request.

8. How to complain

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

