

CAPITAL HEAT

MECHANICAL LTD

Privacy Statement **Capital Heat Mechanical Ltd**

Effective Date: [01/06/2025]

At Capital Heat Mechanical Ltd ("we", "our", or "us"), your privacy is important to us. This Privacy Statement explains how we collect, use, disclose, and safeguard your personal information when you interact with us, including through our website, by phone, email, or in-person services.

1. Information We Collect

We may collect personal information that you voluntarily provide to us, including:

- Name
- Address
- Email address
- Phone number
- Payment information
- Service history
- Any other information you choose to provide in connection with our mechanical and HVAC services

We may also collect non-personal information such as IP addresses, browser types, and browsing behavior on our website using cookies or analytics tools.

2. How We Use Your Information

We use your information to:

- Schedule and provide HVAC and mechanical services
- Communicate with you about appointments, invoices, or inquiries
- Process payments and issue receipts
- Improve our services and website
- Meet legal or regulatory requirements

We do **not** sell, rent, or share your personal information with third parties for marketing purposes.

3. Sharing Your Information

We may share your information with:

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- Third-party service providers (e.g., payment processors, IT support) who assist in our business operations
- Government or regulatory authorities when required by law
- Others only with your consent or as necessary to fulfill our services

All third-party service providers are required to protect your information and use it only for the purpose for which it was shared.

4. Data Security

We implement reasonable physical, administrative, and technical safeguards to protect your personal information against loss, misuse, unauthorized access, or disclosure.

5. Your Rights and Choices

You have the right to:

- Access and update your personal information
- Request deletion of your personal data (subject to legal obligations)
- Opt-out of marketing communications (if any)

To exercise your rights, contact us at the details provided below.

6. Retention of Information

We retain your personal data only for as long as necessary to fulfill the purposes outlined in this statement, unless a longer retention period is required by law.

7. Changes to This Privacy Statement

We may update this Privacy Statement from time to time. Changes will be posted on our website with the updated effective date.

8. Contact Us

If you have any questions about this Privacy Statement or how your information is handled, please contact:

Capital Heat Mechanical Ltd

Address: Capital Heat Mechanical Ltd, 188-192 Sutton Court Road, W4 3HR

Email: office@capitalheatmechanical.co.uk

Phone: 020 39895868

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