

Privacy Notice

The Data Protection Act 2018 and the General Data Protection Regulation impose certain legal obligations in connection with the processing of personal data.

Sapphire Gas Ltd processes personal data.

Our contact details are: Sapphire Gas Ltd, 58 Clayton Road, Coundon Coventry CV6 1FE. Telephone: 02476 599224 Email: service@sapphiregas.co.uk

Use of your personal data

We will process your personal data under one or more of the following bases:

- **Legitimate interests:** It is in our legitimate interests to collect your personal data as it provides us with the information that we need to provide our services to you. We do not give or sell your information to third parties for marketing purposes.
- **Compliance with legal obligations:** We are legally obliged to process your personal data in accordance with gas safety regulations. You will not be able to object to processing or ask for the deletion of your personal details insofar as it falls under this category.
- **Consent:** In requesting our services and making an appointment, you are consenting to our processing your personal data. We may also send service reminders with your consent. These may be by post, email, text message or telephone. You can opt-out of receiving service reminders at any time by replying to any of our communications and requesting this or by email to service@sapphiregas.co.uk.

The data we collect from you

- Name
- Address
- Phone number
- Email address
- Details about your property address, such as boiler details

How we collect this information

- Phone
- Email
- Text
- In person
- From third parties i.e. estate agents and landlords
- On-line website form

Why we collect this information

- To complete a request for our products and services
- To send service reminders
- To comply with our duties under the Gas Safety (Installation and Use) Regulations
- To comply with current Building Regulations (where new appliances are installed)
- For new appliance guarantee purposes

Who we share your data with

- Our employees
- Our suppliers (property address only for delivery purposes)
- Gas Safe Register
- Boiler manufacturers (for guarantee purposes only)
- Local Authority Building Control (for Building Regulation compliance)
- Gas Emergency Services (Gas leaks)
- Health & Safety Executive (for the purposes of RIDDOR incident reporting only)
- Accountants (for accounting and tax purposes only)
- Waste Removal Companies (property address only)

How long we keep your data

We keep your personal information for 6 years after our last business transaction with you, to enable us to retain the information we may require for legal and regulatory purposes.

How to correct or remove your data

You can correct or request that we remove the data we hold about you by contacting us in one of the following ways:

By email to: service@sapphiregas.co.uk

By phone: 02476599224

In writing to: Sapphire Gas Ltd, 58 Clayton Road, Coundon, Coventry CV6 1FE.