



## **Andy Gas Southern Ltd - Privacy Policy**

Andy Gas Southern Ltd are committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. For the purpose of this policy, Andy Gas Southern is the Data Controller and is responsible for your data. We can be contacted at our registered office at Unit 29 Limberline Spur, Hilsea, Portsmouth, Hants, PO3 5DZ. Our company registration number is 5002439.

### **What We Need**

Unless otherwise agreed with you we will only collect basic personal information about you, which does not include any special categories of personal information about you (often known as sensitive personal data). This information does, however, include the likes of your name, telephone number, address, email address and information about your property.

### **Why We Need It**

We need to know basic personal data in order to provide you with the services you have engaged us to provide and to assert our right to be recompensed in return for these services, as per the service agreement or contract we have with you. If you do not provide this information then we will be unable to provide the services you have requested. We will not collect any personal data from you that we do not need in order to provide you with the services we have agreed to.

### **What We Do With It**

All the personal data we hold about you will be processed by our staff in the United Kingdom and no third parties will have access to your personal data unless there is a legal or contractual obligation for us to provide them with this. Any sub-contractors who may carry out works on our behalf will be subject to our data protection policies. Please be aware that your information may be stored on a cloud-based system whose servers are located within the UK. We take all reasonable steps to ensure that your personal data is processed securely.

### **How Long We Keep It**

We will generally keep your personal data for a minimum of 7 years, after which time it will be securely destroyed if it is no longer required for the lawful purpose(s) for which it was obtained.



### **Access to Information**

The General Data Protection Regulation gives you the right to access information held about you. Your right of access can be exercised in accordance with the directive.

### **Changes to Our Privacy Policy**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

### **Your Right To Complain**

You have the right to be confident that our organisation handles your personal information responsibly and in line with good practice. Any concerns should be referred to the address at the top of this notice or should you require further assistance, you are advised to contact the Information Commissioners Office (ICO), who will provide help and assistance. They can be contacted by telephone on 0303 123 1113 or by post at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.