



## Home Heating Scheme.

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# PRIVACY POLICY

This document complies with the recent changes in the European data protection law.

This is the privacy policy for [www.homeheatingscheme.co.uk](http://www.homeheatingscheme.co.uk) and sets out how we protect and use any information we use when you visit this site.

We take the privacy of all visitors to this Website very seriously and therefore set out in this privacy and cookies policy our position regarding certain privacy matters and the use of cookies on this Website.

This policy provides an explanation as to what happens to any personal data that you share with us, or that we collect from you either directly via this Website or via email.

At [www.homeheatingscheme.co.uk](http://www.homeheatingscheme.co.uk) we will never share your personal data with a third party.

### What we collect

We may collect the following information:  
contact information including email address  
demographic information such as postcode, preferences and interests via Google analytics

other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

We may use the information to improve our products and services.

We may periodically send promotional emails about new products, special offers or other information that we think you may find interesting using the email address which you have provided.

### Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### How we use cookies

A cookie is a small file that asks permission to be placed on your computer's hard drive. Once you agree, the file is added

and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites and such sites that are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at [info@homeheatingscheme.co.uk](mailto:info@homeheatingscheme.co.uk)