



Mi-Heat UK Ltd Privacy Policy

Our contact details.

Name: Mi-Heat UK Ltd.

Address: Unit T10 Towngate Works Dark Lane, Mawdesley, Ormskirk, England, L40 2QU

Phone Number: 01704 808600

E-mail: info@mi-heat.co.uk

Last Updated: 01/02/2024

The type of personal information we collect.

We currently collect and process the following information:

- Name
- Address
- Project Address (if different)
- Contact telephone,
- Contact Email
- Property Plans if supplied.
- Financial and Credit Card information



How we get the personal information and why we have it

You agree that we have the right to use your personal information for the following purposes:

- Complete heat loss calculations to specify correct system for project.
- Identify the best underfloor heating system for customer's project.
- Assess suitability of heating system for the customer's project.
- To provide a quotation for the project
- To calculate and assess suitability for the relevant system.
- To design relevant system for project.

You agree that we have the right to share your personal information with.

- External Design Company
- Subcontractors
- Business Partners
- Delivery Agents

Information will only be shared to the above if it is relevant to the project and necessary for design purposes.

We reserve the right to contact you via our internal marketing for future projects.



Under the UK General Data Protection Regulation (UK 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: info@mi-heat.co.uk.

(b) We have a contractual obligation on the grounds that the quotation is signed and accepted by the customer.

(c) We have a legal obligation.

(f) We have a legitimate interest.

Information is collected VIA:

- Online Form
- Email
- Post
- Site Visits
- Telephone
- Client visit to office

How we store your personal information

Your information is securely stored electronically, Mi-Heat is a paperless company. We keep your personal information listed (*page 1*) for 7 years. Invoices and receipts of payments will have paper copies, these are disposed of via a licensed data shredding organisation. Information is deleted after 2 years if no order is placed. Electronically store information will be wiped from the Mi-Heat System after 7 years.



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 personal 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 personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information 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 at

Email: info@mi-heat.co.uk

Telephone: 01704 808600

Postal: Unit T10 Towngate Works
Dark Lane
Mawdesley
Ormskirk
England
L40 2QU

if you wish to make a request.



How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at

Email: info@mi-heat.co.uk

Telephone: 01704 808600

Postal: Unit T10 Towngate Works
Dark Lane
Mawdesley
Ormskirk
England
L40 2QU

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

ICO website: <https://www.ico.org.uk>

Tell people how to make a complaint to you here. Include the ICO's address.