



Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

What Information We Collect, Use And Why

Lawful Bases And Data Protection Rights

Where We Get Personal Information From

How Long We Keep Information

Who We Share Information With

How To Complain

Contact Details

Email: admin@koziwarm.com

Phone: 01206 826903

Post: Koziwarm Plumbing & Heating

5e Morses Lane

Brightlinsea, Essex

CO7 0SF

What Information We Collect, Use And Why

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details
- Addresses

We collect or use the following information for the operation of customer accounts and guarantees:

- Names and contact details
- Addresses

Lawful Bases And Data Protection Right

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:



Your Right Of Access

You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.

[Read more about the right of access.](#)

Your Right To Rectification

You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.

[Read more about the right to rectification.](#)

Your Right To Erasure

You have the right to ask us to delete your personal information.

[Read more about the right to erasure.](#)

Your Right To Restriction Of Processing

You have the right to ask us to limit how we can use your personal information.

[Read more about the right to restriction of processing.](#)

Your Right To Object To Processing

You have the right to object to the processing of your personal data.

[Read more about the right to object to processing.](#)

Your Right To Data Portability

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.

[Read more about the right to data portability.](#)

Your Right To Withdraw Consent

When we use consent as our lawful basis you have the right to withdraw your consent at any time.

[Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.



Our Lawful Bases For The Collection And Use Of Your Data

Our lawful bases for collecting or using personal information to provide services and goods are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for the operation of customer accounts and guarantees are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where We Get Personal Information From

- Directly from you

How Long We Keep Information

Keep data only "as long as necessary" for the purpose it was collected.

Who We Share Information With

Others we share personal information with

- Warranty and guarantee providers

How To Complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow, Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>