

Privacy Policy

1 Context and overview

Key details

Policy prepared by:	Consumer Credit Compliance Ltd.
Approved by board / management on:	25/05/2018
Policy became operational on:	25/05/2018
Next review date:	24/05/2019

Privacy Policy

Who are we

We are NYPD Limited and can be contacted on the below contact details:

- Email: jon@nypdgroup.co.uk/enquiries@nypdgroup.co.uk
- Telephone: 01934833444
- Address: 15 Boulevard, Weston-Super-Mare, North Somerset, BS23 1NR

Why do we collect and use your personal information

We collect and use your personal information in order for us to provide you with our heating solution services.

What happens if I do not provide my personal information

We need your personal information in order to install and maintain heating solutions. If we do not collect your personal information we will not be able to provide our services to you.

Who will we share your personal information with

We may share your personal information with regulatory authorities such as HMRC and the Financial Conduct Authority where required to do so by law.

How long will we store your personal information

We will store your personal information for up to six years. This is to enable us to refer to our records in the unlikely event that you want to lodge a complaint against us within six years.

What are your rights in relation to your personal information

Right to access

You have the right to request copies of the personal information we hold about you at any time.

Right to rectification

You have the right to request that we correct any inaccurate personal information we hold about you.

Right to erasure

You have the right to request that we delete your personal information from our records.

Please note that we will not be able to delete your personal information whilst we are still providing our services to you. We will be able to delete your personal information once you cancel the service or once the service is completed.

Right to restrict processing

You have the right to request that we restrict how we use your personal information.

Right to object

You have the right to object to the collection and use of your personal information at any time.

Right to data portability

You have the right to obtain a copy of your personal information in a legible and compatible format such as Excel or Word.

Right to withdraw consent

You have the right to withdraw your consent for us to use your personal information at any time.

How can I exercise my rights in relation to my personal information

You can exercise all of your rights by contacting us on any of the above contact details.

How do I lodge a complaint about the use of my personal information

You can lodge a complaint with us directly by contacting us on one of the above contact details.

You also have the right to lodge a complaint directly with the Information Commissioner's Office (ICO). The ICO are the regulator who makes sure that we use your personal information in a lawful way.

You can lodge a complaint with the ICO by following this link <https://ico.org.uk/concerns/> or calling the ICO on 0303 123 1113.