

Heatable, GDPR & Privacy and Installer handling of customer data

1.0 General notice & clarification of terms/parties

References in these conditions to 'Heatable', 'we' and 'us' are references to LoveLeads LTD t/a Heatable (company number 08804726), whose office is registered at Glebe Business Park, Widnes, Cheshire, WA8 5SQ. References to the 'installer' 'contractor' 'engineer' and 'you' are references to the person or company whom has entered into the agreement with us. These terms and conditions or 'terms' tell you how we will provide orders to you, your obligations to fulfil these orders, how you may end the contract, what to do if there is a problem and other important information. Please read these terms carefully before agreeing to them. By agreeing to these terms, you agree to be bound by them.

1.1 Amendments

We reserve the right to:

Update these terms at any time and any changes will be notified to you via email. No further orders will be placed with you if you do not agree to the new terms or fail to sign them. If you agree to the new terms, these will take effect immediately.

Heatable operates in full accordance with the General Data Protection Regulations as per the amendment of 25th May 2018.

All customer data collected by Heatable will be stored, handled and deleted as stipulated by these regulations.

As a sub-contracted installer acting on behalf of Heatable, it will be necessary for us to share some or all of our customer details with you, largely via your Heatable-Hub dashboard.

1.2 Information

Information shared with you will include but not be limited to:

- Customer name & address
- Customer contact details including telephone numbers & email
- Customer property & heating system information

This information will only be accessible to you via our platform for a limited period of time, ending approximately 24 hours after the installation has taken place and signed off by our in-house installation supervisor.

You, as the installer, categorically do not have legal permission to use this customer data for anything other than the below listed reasons:

- Contacting the customer prior to install for timeslot arrangements & updates
- Viewing supplied photographs to anticipate job requirements
- Contacting the customer after installation if approved or requested by Heatable

Under no circumstances are you permitted to store, download or make any copies of customer information made available to you through Heatable. To do so would be in breach of your contract with Heatable and therefore in breach of GDPR, any repercussions of this will fall under your responsibility.

Using these details with our consent to retarget customers again in the future or to offer them any other services whatsoever would also be a breach of GDPR by yourself and/or your company in addition to being a breach of your agreement with Heatable.

Any deviation from these rules or GDPR breaches will result in the immediate suspension of your Heatable account and potentially a termination of our partnership. Where we deem it necessary, we will also report any GDPR breaches to the relevant authorities.

2.0 Photographs

In certain instances, you will be provided with photographs of a customers property and more specifically, their heating system. These photographs are the property of Heatable and should not be saved and stored externally, or used for any other purposes but the job that we are sub-contracting to you in order to complete.

3.0 Legitimate storage or other use of customer data

As a Heatable sub-contractor, we expect you to treat each customer not only as your own customer but also as a future customer for life.

Assuming you have provided excellent service, there is no reason not to politely offer a customer your services for the future or leave your contact details.

A common example of this will be to offer the customer a boiler service reminder in order to maintain their warranty. With instances like this where you are offering the customer a continued or alternative service – you do so under your own esteem and responsibility. Heatable will cease to have any involvement contractually and legally after our boiler installation service has been carried out.

If you require any personal information from the customer to provide an extended or alternative service then you must request this information from the customer again after gaining their explicit permission and making them aware of your own or your companies own GDPR practices. You should also ensure they have signed the correct documentation expressing their consent. Any data collected in this manner is entirely your responsibly and you become the sole data holder of it.

3.0 Your data & Heatable Privacy Policy

Upon creating an account with Heatable, you will have to provide us with a number of personal and business related details and documentation. All of this information will be stored in full accordance with GDPR on our secure server. Please also note that by agreeing to our terms and conditions, you acknowledge that Heatable will take ownership of any photographs uploaded to our platform, including but not limited to; profile photographs & photographs of your completed work.

3.1 Data sharing

Heatable go to great lengths to ensure the security of your data/contact information and your data will only ever be shared with parties we deem relevant to our relationship. These parties include, but are not limited to; Customers and Merchants.

3.2 Sensitive data

Any potentially sensitive data that Heatable holds in relation to your account (i.e. personal address or insurance documentation) will never be shared with a third party without your additional and explicit permission. It will be stored safely on our Heatable servers.

3.3 Cookies

We use cookies on Heatable for tracking and marketing purposes these cookies include;

- Google Analytical Cookies: You can read more about the cookies Google generates by clicking [here](#).
- Intercom: Live chat software, you can learn more about Intercom on their website.
- Facebook: Re-marketing
- Google AdWords: Re-marketing

4.0 Session cookies

A single session cookie is generated by default to detect whether you are logged in or not and log you out when you're inactive. Heatable relies on cookies to function properly and securely, if you do not have cookies enabled on your browser you will not be able to generate quotes.

Removal rights & updates

You can request access, or the removal of your personal data by calling Technical Support on 0330 113 1333. You will need to provide your IP Address for this action to be performed. You may be required to pay a small admin fee.

It is your responsibility as a regular user of Heatable to check for any changes on this document and by using Heatable you automatically agree to the exchange and collection of your data.