



# Privacy Policy

How SJM Heating collects, uses and protects customer information.

## SJM Heating

Company Reg: 10947654

Phone: 07826848858

Email: [info@sjmheating.co.uk](mailto:info@sjmheating.co.uk)

## 1. What We Collect

SJM Heating collects customer information needed to administer the service plan and provide related services.

- Name, address, email address and telephone number.
- Boiler and heating system details provided during sign-up.
- Payment and subscription references from our payment providers.

## 2. How We Use Your Data

We use personal data only where needed to manage the service plan, communicate with customers and meet legal or contractual obligations.

- Managing sign-ups, renewals, reminders and service scheduling.
- Sending service plan documents, confirmations and operational emails.
- Keeping internal records for customer support, billing and compliance.

## 3. Storage and Security

Customer data is stored using reasonable technical and organisational measures appropriate to the service provided.

We retain information only for as long as necessary for service delivery, legitimate business records and legal compliance.

- Access is limited to those who need the information for operational purposes.
- Documents and records may be held digitally where required for support and audit purposes.

## 4. Sharing and Third Parties

We do not sell customer data to third parties.

- We may use trusted service providers for email delivery, hosting, payments or business administration.
- We may disclose information where required by law or where necessary to establish, exercise or defend legal rights.

## 5. Your Rights

Customers may contact SJM Heating regarding access to their personal data, corrections or other data protection requests.

- Contact: [info@sjmheating.co.uk](mailto:info@sjmheating.co.uk)
- Phone: 07826848858

This document forms part of the SJM Heating service plan pack and should be retained for your records.