



Privacy Notice

Blue Flame (Cornwall) Ltd takes the privacy and protection of personal data seriously - we therefore ask you to read the following important information which explains how we collect, store and use your personal data.

Who are we?

Blue Flame (Cornwall) Ltd is registered in England under company number 5224853 and our office address is Energy House, Parkengue, Kernick Industrial Estate, Penryn, Cornwall TR10 9EP.

Blue Flame (Cornwall) Ltd is authorised and regulated by the Financial Conduct Authority under Firm Reference Number 925204.

Introduction

Under the Data (Use and Access) Act 2025 (DUAA), UK General Data Protection Regulation (UK GDPR), and the Data Protection Act 2018, we are required to provide you with clear information about how your personal data is collected, used, stored and shared.

We process your personal data under the lawful bases of:

- Performance of a contract, where processing is necessary to provide our services
- Compliance with legal obligations, including health and safety, employment, taxation, insurance, and regulatory requirements
- Legitimate interests in operating and improving our business, maintaining customer relationships, and delivering our services effectively
- Consent, where required, such as for marketing communications or processing certain categories of personal data

This Privacy Notice explains how we collect, use, store, and protect your personal information when you engage with our heating, electrical, renewable energy, maintenance and related services.



What do we mean by Personal Data?

Personal data means any information that identifies you or could be used to identify you. The personal information we may collect includes:

Customers

- Name and contact details
- Property address
- Billing and payment information
- Email address and telephone numbers
- Details of heating, electrical, renewable energy, or other systems installed at your property
- Service history, maintenance records, and warranty information
- Access records where relevant

Employees and Job Applicants

- Contact details
- Employment history and qualifications
- Right-to-work documentation
- Payroll and pension information
- Emergency contact details
- Training and competency records

Suppliers and Contractors

- Business contact details
- Bank account details
- Insurance and accreditation information

We may also automatically collect technical information when you use our website, including:

- IP addresses
- Browser type and version
- Operating system
- Website usage data
- Cookie information



How we use your information:

We use personal data to:

- Provide heating, electrical, renewable, servicing and maintenance services
- Arrange appointments and manage customer accounts
- Respond to enquiries and requests
- Process payments and invoices
- Manage warranties and aftercare services
- Comply with health and safety obligations
- Maintain employment records
- Verify qualifications, certifications and training
- Meet legal and regulatory requirements
- Improve our services and customer experience
- Send service reminders and important updates relating to works carried out

Where you have provided consent, we may also use your information to send marketing communications about our services.

Special Category Data

Certain types of personal data are considered more sensitive and so are subject to additional levels of protection under data protection legislation. These are known as 'special categories of data' such as:

- Racial or ethnic origin
- Health
- Sexual orientation
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetic data
- Biometric data

In the normal course of our business, we do not routinely collect special category data from customers.

However, we may process limited health information where necessary to:

- Meet health and safety obligations
- Make reasonable adjustments for customers, employees, or visitors
- Manage employment matters in accordance with employment law

Policy Review Date: April 2027



Where required, we will obtain appropriate consent or rely on another lawful basis permitted by law.

How Do We Collect Information?

We collect information:

- Directly from you when you contact us, request a quotation, or engage our services
- When you complete forms on our website
- During customer visits, surveys, installations, servicing, or maintenance appointments
- From referral partners, landlords, housing providers, contractors, or insurers where relevant
- From publicly available sources where appropriate
- Through our website and associated technologies such as cookies

Use of CCTV, Vehicle Telematics and Call Recording

To support the safety, security, and efficient operation of our business, we may collect and process information through:

CCTV systems operate at our business premises. CCTV images may be used to:

- Protect the safety of employees, customers and visitors
- Prevent and detect crime, fraud or anti-social behaviour
- Investigate incidents, complaints or health and safety concerns
- Protect company property and assets

Vehicle Telematics and Tracking

Company vehicles may be fitted with telematics or vehicle tracking systems. These systems may record:

- Vehicle location
- Journey information
- Driving behaviour
- Vehicle performance and maintenance information



This information is used for:

- Employee and public safety
- Vehicle security and recovery
- Management of fleet operations
- Route planning and service delivery
- Compliance with insurance and legal obligations

Telephone Call Recording

Calls to and from our offices may be recorded for:

- Training and quality assurance purposes
- Monitoring customer service standards
- Resolving complaints or disputes
- Confirming instructions, appointments or agreements
- Compliance and audit purposes

Recordings are retained only for as long as necessary and are securely protected.

How do we protect your personal information?

We take appropriate technical and organisational measures to protect your information.

These measures include:

- Secure IT systems and password protection
- Controlled access to personal information
- Staff training on data protection and confidentiality
- Secure storage of electronic and paper records
- Cyber security measures designed to prevent unauthorised access
- Procedures for identifying and responding to data breaches

We only allow access to personal information where it is necessary for legitimate business purposes.



Your rights

You have the following rights under UK data protection legislation:

- The right to be informed
- The right of access to your personal data
- The right to rectify inaccurate information
- The right to erasure in certain circumstances
- The right to restrict processing
- The right to data portability
- The right to object to processing
- Rights relating to automated decision-making and profiling
- The right to withdraw consent where processing is based on consent

To exercise any of these rights, please contact us using the details below.

Who do we share your personal information with?

We only share personal data where necessary and lawful.

This may include:

- Employees and authorised contractors delivering services
- Suppliers and manufacturers providing products or warranties
- Software and IT service providers
- Accountants, auditors, insurers, and professional advisers
- Regulatory authorities and government bodies where required by law

Where third parties process personal information on our behalf, appropriate contractual safeguards are in place.

We do not sell personal data.



Contact us

If you have any questions about this Privacy Statement or wish to exercise your data protection rights, please contact:

Data Protection Lead

Blue Flame (Cornwall) Ltd
Energy House, Parkengue, Kernick Industrial Estate, Penryn, Cornwall TR10 9EP
Email: info@blueflameheat.co.uk

Telephone: 01326 378122

If you are dissatisfied with how we handle your personal information, you have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: <https://www.ico.org.uk>

Marketing Consent

Please indicate whether you would like to receive marketing communications about Blue Flame's services, promotions, and company updates:

☐ Email

☐ Telephone / SMS

☐ Post

You may withdraw your consent at any time.