

# Privacy policy

## About Frank-K.Ltd.

Frank-K.Ltd. is a heating company provided by Frank Kremer for servicing and repairs to heating systems in properties in the Inverness area.

This privacy policy (this "**Privacy Policy**") sets out the basis on which any personal data we collect from you, or that you provide to us in connection with Frank-K.Ltd.website (this "**Website**") will be processed.

This Website is operated by Calco UK Ltd (**Calco**). For the purpose of the Data Protection Act 1998 (the "Act"), the data controller of this Website is Calco. Calco acts as a data controller in relation to the provision of Frank-K.Ltd.

### Information we may collect from you

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use this Website, subscribe to our service, and when you report a problem with this Website. The information you give us may include your name, address, e-mail address and phone number, and information relating to your property and the heating systems therein.
- **Information we collect about you.** With regard to each of your visits to this Website we may automatically collect the following information:
  - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
  - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from this Website (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.
- **Information we receive from other sources.** We may receive information about you if you interact with other colleagues in the heating/plumbing trade and/ or their suppliers.

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:
  - to provide you with the information, products and services that you request from us;
  - to ensure that content from this Website is presented in the most effective manner for you and for your device.
- **Information we collect about you.** We will use this information:
  - to administer this Website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
  - to improve this Website to ensure that content is presented in the most effective manner for you and for your computer;
  - as part of our efforts to keep this Website safe and secure;
- **Information we receive from other sources.** We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

## Disclosure of your information

We may share your personal information with other colleagues of the trade, should this ever be necessary to complete/improve a job. We will not share your information with such selected third parties without your explicit permission. If this were ever needed, we would contact you personally to obtain this.

- Analytics and search engine providers that assist us in the improvement and optimisation of this Website.

We may disclose your personal information to third parties:

- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our agreements; or to protect our rights, property, or safety. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

## Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us, the other Delivery Partners or for one of our suppliers. Such staff maybe engaged in, among other things, the processing of your personal data and the provision of services in relation to Frank-K.Ltd. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of this Website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to this Website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **Cookies**

We currently do not use cookies

## **Removal of your data from our database**

When our professional relationship ends, we will remove your data from our database.

## **Your rights**

We do not process your personal data for marketing purposes.

This Website may, from time to time, contain links to and from the websites of other organisations. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **Access to information**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

## **Changes to this privacy policy**

Any changes we may make to this Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to this Privacy Policy.

## **Contact**

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to [frank.kremer@yahoo.co.uk](mailto:frank.kremer@yahoo.co.uk) or by telephone to 01463 - 811171.