



Privacy Statement for James Fraser Heating Services

At James Fraser Heating Services, we are committed to protecting your privacy and ensuring that your personal information is handled responsibly and securely.

1. Information We Collect

We may collect and store the following types of personal data:

- Name, address, email, and phone number
- Details about your heating system and service history
- Payment information (processed securely via trusted third-party providers)
- Any correspondence or feedback you provide

2. How We Use Your Information

We use your data to:

- Schedule and manage heating services
- Communicate with you about appointments, updates, and promotions
- Maintain service records for warranty and safety compliance
- Improve our services and customer experience

We do not sell, rent, or share your personal information with third parties for marketing purposes.

3. Data Security

We take appropriate measures to safeguard your data, including secure storage systems and restricted access protocols. Payment details are handled by certified payment processors and are never stored directly by us.

4. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request corrections or updates
- Ask for your data to be deleted (subject to legal and service obligations)
- Opt out of marketing communications at any time



To exercise these rights, please contact us at:

 **Email:** hello@jfheating.org

 **Phone:** 07546 074 233

5. Changes to This Statement

We may update this privacy statement from time to time. Any changes will be posted on our website and communicated where appropriate.