

How We Use Your Information

Here at Glowzone Sussex Ltd we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services that have been requested from us. All information is stored and held on our cloud based, password protected secure system. We do not use any information provided for marketing purposes.

Where we have been requested to provide services that are performed on an annual basis such as a gas safety inspection or an appliance service, we will automatically send you a yearly reminder no more than 1 month prior to the expiration/service due date by your preferred method of contact.

Where we have been requested to carry out a Gas Safety Inspection or appliance service, we will automatically provide an electronic Gas Safety Certificate or Service Record via trusted third party Simpro who will store your details (name, address and email) on a secure online account.

Where you have opted to take out a consumer credit agreement for one of our boiler installations, your details (name and email address only) will be provided to our finance provider in order to complete a credit check.

Where you have requested services from us that include a boiler installation, your information - name and address and (email address where provided) - will be passed to the manufacturer Worcester Bosch for the purpose of registering the boiler warranty only and to GAS Safe for the purpose of notification of work which is safety and legal requirement.

We will retain your information for as long as your account is active or as needed to provide you services. If you do not wish for us to hold your information on our database or have any further questions, then please write to us at: 64 Beaconsfield Road, Brighton, BN1 4QJ