



## **Privacy Policy**

This is the Privacy Policy of Okotech Ltd. (t/a/ heatboss)

Okotech Limited are registered in Northern Ireland (NI607115) at 6 Doagh Road, Ballyclare, Northern Ireland, BT39 9BG. Okotech Limited trades as heatboss. This Privacy Notice explains how we collect any personal information about you when you use the heatboss platform and how we will use any such personal data.

### **1. What personal information will we collect?**

We will collect the following personal information about you when you start using heatboss:

- contact information, including your name and email address only;
- business postal address;
- business contact number and your mobile number if it has been provided;
- heatboss usernames and passwords. Passwords are stored encrypted.

This personal information about you may be provided directly by you or via an employer when they have signed up for heatboss. We may also collect details of your use of heatboss. For example, we may monitor how many times you visit and what operations are performed. This information is providing as an audit log that you have full access to. We do not hold any bank details.

### **2. How will we use your personal information?**

We will process your personal information in accordance with this Privacy Notice and any applicable laws like the Data Protection Act 1998 and any replacement legislation. In particular, we will use your personal information for the following purposes:

- to help us identify you and any accounts you hold with us;
  - administration of your account;
  - to provide, modify and improve service and support;
  - to notify you of any system warnings (e.g. battery low reports, room temperature reports), changes to the heatboss system or to our services that may affect you; and
  - enhancing user satisfaction and improving our services
- By using our heatboss system and services, you agree that your personal information may be used by us for the above-mentioned purposes only.

### **3. Sharing your personal information with third parties**

We will not share your personal information with third parties, other than under the following conditions:

We may disclose your personal information to our partners and service providers to enable work to be undertaken on your site (e.g. electricians, plumber and heatboss installation team) or where required by law or court order or where necessary to protect our rights and interest.

We may also share your personal information with third parties as part of a sale, merger, change in control or similar event or in preparation for any of these events. Any other entity which buys us or part of our business will have the right to continue to use your personal information, but only in the manner set out in this Privacy Policy unless otherwise agreed with you.

### **4. How will we store your personal information?**

#### **Storing Personal Data**

We use technical and organisational measures to safeguard your personal data, including:

- access to your account is controlled by a password and username that are unique to you; and
- we store your personal data on secure servers located within the United Kingdom. While we will use all reasonable efforts to safeguard your personal information, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal information that is transferred from you or to you via the internet.

#### **Retaining Personal Information**

We will hold your personal information for as long as you use the heatboss system and/or our services and as long as it may legitimately be required thereafter for statistical purposes or to enhance user satisfaction with the heatboss system.

### **5. What rights do you have over your personal information?**

You have the right to request access to personal data that we may process about you. If you wish to exercise this right, you should:

- put your request in writing and include a method for us to contact you;

- include proof of your identity and address (e.g. a copy of your driving license or passport, and a recent utility or credit card bill); and
- specify the personal data you want access to. If we hold information about you we will:
  - \* give you a description of it;
  - \* tell you why we are holding it;
  - \* tell you who it could be disclosed to; and
  - \* let you have a copy of it in an accessible form.

If the request received is unclear or we cannot identify the particular information requested, we may contact you to clarify prior to processing your request. Additionally, you have the right to require us to correct any inaccuracies in your data. If you wish to exercise this right, you should:

- \* put your request in writing;
- \* provide us with enough information to identify you (e.g. username, registration details); and
- \* specify the information that is incorrect and what it should be replaced with.

Finally, you have the right to request that your personal information is erased from our systems. This right applies if you are no longer using heatboss or other services (which is the purpose your personal information was originally collected for). You should note we do not automatically have to agree to erase your personal information and we may retain a copy of personal information in the following circumstances:

- \* for statistical purposes; or
- \* where it is required to enable us to comply with a legal obligation or to exercise or defend a legal claim. Full details on all your rights can be found at

## **6. Children's Data**

We do not collect information from children under the age of 13 and we do not target the heatboss system or site to anyone under the age of 16.



## 7. Cookies

No Cookies are used with our heatboss heating management system. Please note, some cookies are used within the heatboss public website. Please see our separate website cookie notice for this detail.

## 8. External sites

The heatboss system does not contain links to other websites. The heatboss website contains links to our social media pages. This privacy notice only applies to heatboss and not to any external sites. If you link to other websites, you should read their own terms and conditions and privacy notices.

## 9. Updates and Contact details

Contact Us

If you wish to contact us, please send an email to or post mail to 3 Skerry West Road, Newtowncrommelin, Ballymena, Co. Antrim BT43 6RS N. Ireland.

This privacy notice was last updated on 23<sup>rd</sup> May 2018. We keep our personal data use and privacy policy under regular review and may change this privacy policy from time to time. You should review this policy occasionally to ensure you are aware of the most recent version.

End

**Policy creation date:** 23<sup>rd</sup> May 2018

**Most recent Review date:** 1<sup>st</sup> April 2024

**Next review date:** 1<sup>st</sup> April 2025