



Privacy Policy for Heatpumpcylinders.com (UK)

Last Updated: 02/11/2023

1. Introduction

Welcome to Heatpumpcylinders.com (referred to as "we," "us," or "our"). We are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your data in accordance with UK data protection laws, including the General Data Protection Regulation (GDPR).

By using Heatpumpcylinders.com, you acknowledge that you have read, understood, and agree to the terms outlined in this Privacy Policy. If you do not agree with these terms, please do not use our website.

2. Information We Collect

We may collect the following types of information:

a. Personal Information: When you make a purchase, create an account, or contact us, we may collect your name, email address, billing and shipping addresses, phone number, and payment information.

b. Usage Information: We collect information about your interactions with our website, such as your IP address, browser type, device information, and page views.

c. Cookies and Tracking Technologies: We use cookies and other tracking technologies to gather information about your preferences and activities on our website. You can manage cookie preferences through your browser settings.

d. Communication Information: When you contact us via email, chat, or other communication channels, we may collect the content of your communication and your contact information.

3. How We Use Your Information

We use your information for the following purposes:

a. Order Processing: To process and fulfill orders, manage payments, and deliver products and services.

b. Account Management: To create and manage your account on Heatpumpcylinders.com.

c. Communication: To respond to your inquiries, provide customer support, and send you transactional and promotional communications.

d. Website Improvement: To enhance and personalize your user experience on our website, as well as for analytics and research.

e. Legal Compliance: To comply with legal obligations and protect our rights and interests.

4. Data Sharing

We may share your information with the following third parties for specific purposes:



a. Service Providers: We may share information with service providers who assist us in providing the website, processing payments, and delivering products.

b. Business Transfers: In the event of a merger, acquisition, or sale of assets, your information may be transferred to the new entity.

c. Legal Requirements: We may disclose information if required by law, regulation, or in response to a legal request.

5. Your Rights

As a data subject in the UK, you have certain rights regarding your personal information under GDPR:

a. Access: You have the right to request access to the personal information we hold about you.

b. Rectification: You can request the correction of inaccuracies in your personal information.

c. Erasure: You can request the deletion of your personal information, subject to legal and contractual obligations.

d. Data Portability: You can request a copy of your data in a structured, commonly used, and machine-readable format.

6. Security

We implement robust security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction.

7. Changes to this Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices. When we make material changes, we will notify you through our website or via email.

8. Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, please contact us either by post at:

Tiger Heat Pumps Ltd
The Old Church
55 Grove Road
Harrogate
North Yorkshire
HG1 5EP

Or contact us by email at either of:

Sales@heatpumpcylinders.com

Or

Info@tigerheatpumps.co.uk