



Privacy Policy

At Direct Flame Ltd, we're committed to protecting and respecting your privacy. This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy. Any questions regarding this Policy and our privacy practices should be sent by email to servicedesk@directflameltd.com or by writing to Direct Flame Ltd, The Corner House, 2 High Street, Aylesford, Kent, ME20 7BG.

Who are we?

We're Direct Flame Ltd a specialist commercial and domestic heating contractor company. Direct Flame is a company limited by guarantee (no.103618971). The registered address The Corner House, 2 High Street, Aylesford, Kent, ME20 7BG.

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about our services by using our contact form.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when.

How is your information used?

We may use your information to:

- to provide you with information that you requested or that we think may be relevant to a subject which you have shown interest in.
- to manage communication between you and Direct Flame.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for the relevant statutes of limitation.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.



Third Party Service Providers working on our behalf:

We may pass your information to our third-party service providers, agents' subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to send you mailings).

However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

Please be reassured that we will not release your information to third parties beyond Direct Flame Ltd or allow them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about Direct Flame Ltd, then you can select update your preferences by [emailing us](#).

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent.

We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted.

You can change your marketing preferences at any time by contacting us by [emailing us](#).

How you can access and update your information

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please [email us](#) or write to us at: The Corner House, 2 High Street, Aylesford, Kent, ME20 7BG.

You have the right to ask for a copy of the information Direct Flame Ltd hold about you (we may charge £10 for information requests) to cover our costs in providing you with details of the information we hold about you.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Use of 'cookies'

Like many other websites, the Direct Flame website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country



preference. This helps us to improve our website and deliver a better more personalised service. It is possible to switch off cookies by setting your browser preferences.

For more information on how to switch off cookies on your computer, visit our full cookies policy. Turning cookies off may result in a loss of functionality when using our website.

The 'cookies' we use

Cookie name - Life span - Purpose

svSession - Permanent - Creates activities and BI
hs - Session - Security
incap_ses_\${Proxy-ID}_\${Site-ID} - Session - Security
incap_visid_\${Proxy-ID}_\${Site-ID} - Session - Security
nlbi_{ID} - Persistent cookie - Security
XSRF-TOKEN - Persistent cookie - Security
smSession - Two weeks - Identify logged in site members

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third party site.

Complaints

Should you wish to discuss a complaint please email us or write to us at

If you are not satisfied with the way we handle your data, or are not satisfied with the response from us about how we handle your data you are entitled to escalate your complaint to a supervisory authority within the European Union. The ICO (Information Commissioner's Office), the supervisory authority in the UK, can be contacted <https://ico.org.uk/global/contact-us/>.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in June 2019.