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Privacy Policy

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At KH Refrigeration & Air Conditioning Ltd, we are committed to maintaining the trust and confidence of our customers, suppliers and colleagues. As reassurance, in this Privacy Policy we've provided detailed information on when and why we collect your personal information and how we use it.

Please be assured also that we would not sell, rent or trade email lists with other companies and businesses for marketing purposes. We take your privacy seriously and will only use your personal information to administer your account and provide you with services you have requested from us.

The personal information we may collect:

- Name
- Company name and address
- Position held within the organisation
- Email address
- Contact telephone numbers
- Billing information

It is not deemed necessary for KH Refrigeration & Air-conditioning Ltd to obtain any other personal information in line with our business requirements.

We need to know basic personal data in order to provide our services and the information we collect will be used to:

- Ensure the correct and relevant person is contacted regarding KH Refrigeration & Air-conditioning Ltd and communication on going is upheld with regards to our services
- Ensure a Convenient & reliable service
- Ensure Our Engineers report to the correct contact when visiting your premises
- Maintain our accounts

All personal data is processed by our staff and any hard copies are kept in secure locked filing cabinets. Digital data is stored on our in house server and backed up monthly to a secured hard drive.

We are required under UK tax law to keep your basic personal data for a minimum of 7 years, thereafter it will be destroyed. You are entitled to view, amend or delete the personal information that we hold and if you believe the information we process is incorrect or you have any issues on how we have handled your personal data, you can email your request to our data protection officer Kerry Baird at kerrykhref@aol.com

If you are not satisfied with our response or believe we are not processing your personal data in accordance with Art. 13 of the General Data Protection Regulation (GDPR) you can complain to the Information Commissioners Office (ICO)