

Privacy Statement

Vaillant Group UK Limited (“Vaillant”) is committed to safeguarding your privacy. This Privacy Statement describes why and how we collect, use, and who we may disclose your personal data (information) with, during your visit to this website.

We encourage you to read this Privacy Statement before submitting information. By using this website, you acknowledge that you understand and agree to the terms of this Privacy Statement.

Should you have any questions regarding the use of your data in accordance with this statement and/or your Rights, please contact us by email at dataprotectionUK@vaillant-group.com.

The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- Identity Data includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- Contact Data includes billing address, delivery address, email address and telephone numbers.
- Transaction Data includes details about payments to and from you and other details of products and services you have purchased from us.
- Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- Profile Data includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- Usage Data includes information about how you use our website, products and services.
- Marketing and Communications Data includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

Why and how do we process your data?

Personal data (information) broadly means information that identifies (or which could, with other information that we hold or are likely to hold, identify) a living individual. For example, name, address, email and contact telephone number.

In order that we can administer the services offered through the website, we will need to process (for example, collect, use, hold, transfer) your personal data. We will only collect the personal information necessary to fulfil the service or activity you select. We will not collect special categories of personal information. All information you provide is at your discretion.

We also collect and temporarily store information about your computer and your visit. This is used to enhance the services we provide to you, help us to understand the user experience or for statistical purposes.

We only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where there is a contract in place and we process the personal data in the administration of entering in to, or maintaining this contract.

- Where it is in the legitimate interest of yourself and Vaillant and whereby your fundamental rights are not overridden.
- Where we have a legal or regulatory obligation.

Generally, we do not rely on consent as the lawful basis. Where this is applicable, you will be notified and required to opt-in to such processing at the time of collection. Please note that you can withdraw this consent at any time. (See Your Rights) for more information.

Who do we share your information with?

Under data protection laws Vaillant is the 'controller', that means that we are responsible for the protection of your information, including where it is shared with other organisations or persons that help us deliver our services to you ('processors').

In order to respond to your requests or enquiries regarding our products and services ('processors'), we may share your data with affiliated companies within the Vaillant Group or with the distribution or service partner that is responsible for your location or region. Where this is necessary, data sharing and processing agreements will be in place.

This might include processors outside the EU/EEA, in which case we will ensure that adequate safeguards are in place to protect your personal data, including in particular the agreement of EU Standard Contractual Clauses between us and the processor.

There may also be circumstances by which we need to disclose your information to meet a legal obligation. For example, by court order or in regard to a claim.

How long we keep your information for

Your personal information is only kept for as long as necessary to provide you with our services. However, we may also be required to retain your information to comply with legal and regulatory obligations, to resolve disputes, and to enforce agreements.

Your Rights

If you reside in certain territories, including the EU, you have a number of rights in relation to your personal information. While some of these rights apply generally, certain rights apply only in certain limited cases. These rights are described further below:

- **Access**

You may have the right to access and receive a copy of the personal information we hold about you.

- **Change, restrict, delete**

You may also have rights to change, restrict the use of, or delete your personal information. Where there is an exceptional circumstance (like where we are required to store personal information for legal reasons) we will generally delete your personal information upon request however in some circumstance this may take up to a month.

- **Object**

You can object to (i) receiving marketing messages from us after providing your express consent to receive them, and (ii) us processing your information based on our legitimate interests. In such cases, we will delete your personal information within a month of receipt of the objection, unless we have compelling and legitimate grounds to continue using that information or if it is needed for legal reasons.

- **Complain**

If you reside in the EU and wish to raise a concern about our use of your information (and without prejudice to any other rights you may have), you have the right to do so with your local data protection authority. In the UK that is the [Information Commissioner's Office \(ICO\)](#) [LINK WEBSITE]

What are cookies and how are they used?

To facilitate use of our web site we use cookies for technical and analytical reasons. A cookie is a small text file which is saved locally in the cache of the internet browser while a user is browsing a web site. Cookies do not damage your computer or your mobile device. With the help of cookies, the server can clearly identify your browser. They make it possible to recognize the internet browser for optimizing the web site and simplifying use. The information contained in the cookies placed on our internet pages controls the session. The cookies set by our web sites are used only by our web sites. This data is not used to personally identify the visitor of this web site. Most browsers are configured in such a way that cookies are automatically accepted. If you want to prevent your use of our web sites being captured anonymously using cookies you can adjust your browser settings. It is possible to deactivate the saving of cookies or to set your browser so that it informs you about the placement of cookies. You can then refuse or accept the cookies. Saved cookies can be deleted or administered using the browser. For further information on how to delete or manage cookies, please use the help function of your respective browser.

Cookies on our Website

Our web site only uses temporary cookies which are automatically deleted at the end of the internet session together with tracking cookies with a life cycle of thirty (30) days. They exclusively provide technically related identification of a web site visit and do not collect personal data of the user.

External Links

Our web site contains links or references to other web sites that we do not control and to which our Privacy Statement does not apply. Please be sure that you read the Privacy Statement of every web site you visit. We are not responsible for your interactions with these web sites.

Data Security

We take all reasonable steps to protect the personal data processed within our site and to protect such information from loss, misuse, and unauthorized access, disclosure, alteration, or destruction. Nevertheless you should keep in mind that no internet transmission is ever completely secure or error-free. In particular, e-mail sent to or from this site may not be secure.

Contact Us

If you have any questions or concerns regarding the protection of your personal information, please contact us by email at dataprotectionUK@vaillant-group.com. Alternatively, you can write to us at Data Protection Officer, Vaillant Group UK Limited, Nottingham Road, Belper, DE56 1JT.

User Accounts

We offer certain professional user accounts on our website, in particular for installers. When you register for a user account we usually collect company name, company contact details, your personal contact details, your profession, user name, e-mail address and password. Additional information may be required in relation to a specific service. We will use your personal data for the management of your account, to provide our services and to optimize our website, products and services. If you have created an account, we store your data for as long as you maintain your account and thereafter in accordance with the applicable laws.

Changes

Vaillant reserves the right to amend this Statement at any time. The Privacy Statement does not create any contractual or other legal right in behalf of any party.

If the Privacy Statement at this site changes, the revised statement will be posted here. This Privacy Statement was last updated in May 2019.