

Aptus Utilities	Procedure Ref : AU / HRF25
EXTERNAL PRIVACY POLICY	Issue No. : Issue 2
	Issue Date : 18-04-2024
	Originated By : Natasha Clarke
	Approved By : Lisa Kerford
	Review : Annually
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This privacy policy will explain how our organisation uses the personal data we collect from you when you use our services.

Topics

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities
- What data do we collect?

Aptus Utilities collects the following data:

Personal identification information including name, email address, and phone number.

Information from your interactions with us: This may include details of enquiries, feedback, survey responses, website usage data.

Information from social media: If you interact with us on social media platforms.

How do we collect your data?

You directly provide Aptus Utilities with most of the data we collect. We collect data and process data when you:

- Submit an online enquiry for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Contact us via phone with an enquiry

Aptus Utilities may also receive your data indirectly from the following sources:

- From social media platforms, e.g. Facebook, Twitter, LinkedIn or Instagram pages.

How will we use your data?

Aptus Utilities collects your data so that we can:

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- Process your order and manage your account.
- Improving our services, i.e. analysing website usage, customer feedback etc.
- Contact you with news about Aptus Utilities we think you might be interested in
- Marketing with your consent, i.e. sending news and event updates relevant to your interests via email

When Aptus Utilities processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

Aptus Utilities securely stores your data UK Based datacentres which operate in accordance to ISO27001 compliant standards.

Aptus Utilities will keep your personal information for 2 years after the last correspondence has been received. Once this time period has expired, we will delete your data by identifying all associated data for you and your company and deleting it from Aptus Utilities systems databases and data servers.

What are your data protection rights?

Aptus Utilities would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Aptus Utilities for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Aptus Utilities correct any information you believe is inaccurate. You also have the right to request Aptus Utilities to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Aptus Utilities erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Aptus Utilities restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Aptus Utilities’ processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Aptus Utilities transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at:

Our email: info@aptusutilities.co.uk

Call us at: 01204 325000

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Or write to us: Aptus Utilities, Aptus House, Units 19-20 Barrs Fold Road, Wingates Business Park, Bolton, BL5 3XP

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. Personal data is transmitted to 'adequate countries' only under GDPR. Learn more and manage your cookie settings: <https://aptusutilities.co.uk/cookie-policy-2/>

Third-Party Data Sharing

We may share data with:

- Credit reference agencies (for fraud prevention)
- Marketing service providers (only with your explicit consent)

Privacy policies of other websites

Our website contains links to other websites. Their privacy policies apply when you follow those links.

Changes to our privacy policy

Aptus Utilities keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 18th April 2024.

How to contact us

If you have any questions about Aptus Utilities' privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@aptusutilities.co.uk

Call us at: 01204 325000

Or write to us: Aptus Utilities, Aptus House, Units 19-20 Barrs Fold Road, Wingates Business Park, Bolton, BL5 3XP

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Aptus Utilities has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

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<https://ico.org.uk/make-a-complaint/>