

Who we are

Our website address is: <https://fundmy-heating.co.uk/> which is a trading style of Pioneer Power Limited. Pioneer Power Limited is registered under company number 12035841, registered office address is Suite 267 Peel House, 30 The Downs, Altrincham, England, WA14 2PX

Our sites contain links to third party sites which are not subject to this privacy policy. We recommend that you read the privacy policy of any such sites that you visit.

We collect personal identifiable information about you (your “Data”) through:

- the use of enquiry and registration forms
- the provision of your details to us either online or offline.

What personal data we collect and why we collect it

The elements of your Data that we collect may include:

- Name
- Home address and phone number
- Mobile telephone number
- E-mail address
- Date of birth
- Household income
- Housing Benefits data
- Property information

We may also collect information that we request from you regarding your use of our service or that we collect automatically about your visit to our sites. Please see our cookies policy below.

Use and Disclosure of Personal Information

We use your Data for purposes which may include:

- Processing grant applications
- Passing on to approved installers on our network
- Providing our users with a personalised service
- Processing orders, registrations and enquiries
- Providing reports to our customers
- Providing you with information about products and services we offer (if you agree to receive such information)

If you wish to receive information about Pioneer Power Limited products or services or from other carefully selected organisations about products or services they offer, please indicate your preferences using the consent boxes when providing us with your Data. We may also disclose your information to business partners and to third party suppliers we engage to provide services which involve processing data on our behalf, successors in title to our business or in accordance with a properly executed court order or as otherwise required to do so by law. We reserve the right to fully co-operate with any law enforcement authorities or court order requiring or requesting us to disclose the identity or other usage details of any user of our sites.

This website is not intended for children and we do not knowingly collect data relating to children.

How we use your data

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information

What rights you have over your data

You have the right to request details of personal information which we hold about you. You also have the right to correct or complete information held by us. If you think any information we have about you is incorrect, incomplete or needs updating please also let us know. We will update any information as soon as possible.

You may also in certain circumstances:

- Request that we erase the personal data we hold about you
- Restrict its processing whilst we continue to hold it
- Where we process your data by automated means, ask us to transmit that data to another data controller. If you wish to request this we will let you know whether this is possible, considering compatibility of systems of the other data controller to whom you wish the transfer to be made
- Object to processing. If you raise such objection we must stop unless we can demonstrate (1) an overriding legitimate business interest or (2) such processing is necessary in relation to legal proceedings
- To have a decision taken by a human. We are however unlikely to take decisions which have a legal or similarly significant effect on you by automated means
- Have a right to be notified of a personal data breach if it results in a high risk to your rights and freedoms
- Right to withdraw your consent if you have given your consent to our processing of any of your personal data. (Please note that if you withdraw your consent, this will not affect the validity of any processing carried out prior to withdrawal).

These requests are free of charge.

Where we send your data

Some information about website users is collected automatically and may be used by us to review and analyse how our site is used.

We may collect information about your computer, including where available your operating system and browser type, for system administration and to report aggregate information. This is statistical data about our users' browsing actions and patterns, and does not identify any individual. This includes IP addresses, which all of our reporting systems anonymise.

We may also use information obtained by using a cookie file stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They are widely used to make sites work efficiently. They help us improve our site and deliver a better and more personalised service.

They enable us to:

- Estimate our audience size and use patterns
- Store information about your preferences and so allow us to customise our site to your individual interests
- Speed up searches
- Recognise you when you return.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

Visitor comments may be checked through an automated spam detection service.

Most web browsers allow some control of most cookies through browser settings. To find out more about cookies and how to manage or delete them, visit aboutcookies.org.uk

Links to other websites

We may include links on our site to enable you to access third party sites directly. If you follow any links, this privacy notice will not apply. Third party sites operate their own privacy policies regarding processing of personal information and the use of cookies. Please check these policies before you submit any personal data to these

external sites. We do not accept any responsibility for a third-party site or use of your information or their use of cookies.

TGG Ltd are acting as Marketing agents for Pioneer Power

TGG Ltd provide all information to Pioneer Power which is captured within this website. TGG Ltd don't use the data captured in any other way other than to pass to Pioneer Power, or in some cases to reengage with customers prior to passing to Pioneer Power. Re-engagement may include but is not limited to Email & SMS.

All re-engagement will include an opt out option.

If you have any queries about marketing **Contact us:**

Write to us at: TGG Ltd, Unit 14 Edward Court, Broadheath, Altrincham, England, WA14 5GL

See TGG'S Privacy Policy (<https://genius.co.uk/privacy-policy/>)

For queries about heat pumps applications or Pioneer Power please contact ;
sales@pioneerpower.co.uk