

Privacy statement

When you make a booking with ACE Chimney Sweeps or buy things from us, ACE Chimney Sweeps retains information about you. This statement explains how we look after that information and what we do with it.

We have a legal duty under the General Data Protection Regulation to prevent your information falling into the wrong hands. We must also ensure that the data we hold is accurate, adequate, relevant and not excessive.

Normally the only information we hold comes directly from you. Whenever we collect information from you, we will make it clear which information is required in order to provide you with the information, service or goods you need. You do not have to provide us with any additional information unless you choose to. We store your information securely on our computer system, cloud storage or on paper in locked cabinets, we restrict access to those who have a need to know.

We would also like to contact you in future to tell you about other services we provide, and ways in which you might like to support or provide feedback to ACE Chimney Sweeps. You have the right to ask us not to contact you in this way. You can also contact us directly at any time to tell us not to send you any future marketing material..

Cookies

Cookies are small text files that are automatically placed onto your device by some websites that you visit. They are widely used to allow a website to function (for example to keep track of your basket) as well to provide website operators with information on how the site is being used. We use cookies to identify how the website is being used and what improvements we can make.

Debit and credit card information

If you use your credit or debit card to purchase from us, we will ensure that this is carried out securely and in accordance with the Payment Card Industry Data Security Standard (PCI-DSS).

We do not store any of your credit or debit card details.

You have the right to a copy of all the information we hold about you (apart from a very few things which we may be obliged to withhold because they concern other people as well as you). To obtain a copy, either ask for an application form to be sent to you, or write to the Data Protection Officer at Harcourt House, Chapel Street, Goxhill, North Lincolnshire, DN19 7JQ. There is a charge of £10 for a copy of your data (as permitted by law). We aim to reply as promptly as we can and, in any case, within the legal maximum of 40 days.