

# Privacy Notice

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## 1. Scope

All data subjects whose personal data is collected, in line with the requirements of the GDPR.

## 2. Responsibilities

- 2.1 The GDPR Owner is responsible for ensuring that this Notice is made available to data subjects prior to Heat For Free, a brand of Live Manage Facilitate Limited (LMF), collecting/processing their personal data.
- 2.2 All Employees/Staff of Live Manage Facilitate Limited who interact with data subjects from the Heat for Free website are responsible for ensuring that this notice is drawn to the data subject's attention and their consent to the processing of their data is secured.

## 3. Privacy notice

### 3.1 Who are we?

Heat for Free is a separate company to LMF. Heat for Free supplies leads generated through its website solely to LMF.

All about Heat For Free being a brand of LMF and what it does.

Our GDPR Owner can be contacted directly here:

**Chris Foran**

Email: [chris.foran@lmfcs.co.uk](mailto:chris.foran@lmfcs.co.uk)

Telephone - 0151 666 5300

The personal data we would like to collect or process on you is:

<b>Personal data type:</b>	<b>Source</b> (where Live Manage Facilitate Limited obtained the personal data from if it has not been collected directly from you, the data subject. Note if the personal data has been accessed from publicly accessible sources):
Contact details	Heat4free website

The personal data we collect will be used for the following purposes:

- Investigating eligibility for free storage heaters under the ECO (Energy Companies Obligation) Scheme.
- Marketing to existing customers and those showing an interest in our products.
- Fulfilling our contractual obligations with our staff, customers and suppliers.
- Fulfilling our legal obligations.

Our legal basis for processing for the personal data:

- Processing necessary to deliver marketing to previous and existing customers and those who have given consent;
- Processing necessary to meet contractual obligations with data subject;
- Processing necessary to meet legal obligations of data controller;
- Processing for the purposes of legitimate interest pursued by controller.

### 3.2 Consent

By consenting to this privacy notice you are giving Live Manage Facilitate Ltd permission to process your personal data specifically for the purposes identified.

You may withdraw consent at any time by contacting us at [chris.foran@lmfcs.co.uk](mailto:chris.foran@lmfcs.co.uk).

If you wish to unsubscribe from any marketing communication you may receive from us, please email us at [chris.foran@lmfcs.co.uk](mailto:chris.foran@lmfcs.co.uk).

### 3.3 Disclosure

Live Manage Facilitate Ltd will not pass on your personal data to third parties without first obtaining your consent. The following third parties will receive your personal data for the following purpose(s) as part of the processing activities:

Third country (non-EU)/international organisation	Safeguards in place to protect your personal data	Retrieve a copy of the safeguards in place here:
Microsoft	Microsoft compliancy standards	<a href="https://www.microsoft.com/en-us/trustcenter/privacy/gdpr/solutions">https://www.microsoft.com/en-us/trustcenter/privacy/gdpr/solutions</a>

### 3.4 Retention period

Live Manage Facilitate Ltd will process personal data for the duration of 6 years and will store the personal data for no longer than that time period.

### 3.5 Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.

- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that Live Manage Facilitate Ltd refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in clause 3.6 below.

All of the above requests will be forwarded on should there be a third party involved (as stated in 3.3 above) in the processing of your personal data.

### 3.6 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Live Manage Facilitate Ltd (or third parties as described in 3.3 above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and Live Manage Facilitate Ltd’s GDPR Owner.

The details for each of these contacts are:

	<b>Supervisory authority contact details</b>	<b>GDPR Owner contact details</b>
Contact Name:	Information Commissioner's Office	Chris Foran
Address line 1:	Wycliffe House, Water Lane	210-222 Price Street,
Address line 2:	Wilmslow, Cheshire	Birkenhead,
Address line 3:	SK9 5AF	CH41 3PS
Email:		Chris.foran@lmfcs.co.uk
Telephone:	0303 123 1113	0151 666 5300