



Privacy Policy

Borders Underfloor Heating Ltd, also trading as Borders Green Energy, are committed to protecting and respecting your privacy.

This privacy policy sets out the basis on which any personal data we collect from you, or that you voluntarily provide to us, will be processed and used by us. We take your privacy as seriously as we would our own, and will only use your personal information to administer your account and to provide the services and products you have requested from us.

Below are details of the information we collect from you, what we do with it, and who it might be shared with.

What information do we collect from you?

We obtain personal information from you when you contact us, and that you provide for the administration of your enquiries and potential estimates, as follows:

- Name and address.
- Contact information, including telephone numbers and e-mail address.
- Details about your heating and renewable energy requirements.
- Location of your project.
- Company information – for business users only.
- We do not take credit card payments and will never request your debit/credit card information.

When you provide personal information, we will assume that you have read this privacy policy and have consented to us using your personal information in the ways described within this policy.

Why do we collect this information?

We collect this information in order to carry out our obligations to you in order to provide you with the services and products that you have requested from us, to meet your heating and renewal energy requirements.

Who might we share your information with?

We only share your personal information with companies and organisations who administer your applications for the Renewable Heat Incentive and our Workmanship Warranty underwriters with respect to any renewable energy device we may install for you. This enables you to apply for the Renewable Heat Incentive. These organisations are:

- MCS - Microgeneration Certification Scheme for issuing your MCS Certificate.
- GDGC - Insurance backed guarantees.
- HIES - Home Insulation and Energy Systems - Code of Practice scheme.
- NAPIT - Our MCS auditors.

Your personal information may be used by us and our suppliers, in order to obtain and deliver materials/components, and future maintenance requirements associated with the renewable energy devices installed by us.

What do we do with your information?

Your information is retained in our projects portfolio, and we will use the information as follows:

- to contact you on the anniversary of your system service to see if you wish to arrange a service appointment;

- when you contact us requesting any maintenance or upgrades;
- to maintain a history of works completed at your property, which may assist in any further works you request from us.

How long do we keep hold of your information?

The length of time that we will store your data will be a minimum of 10 years, as required by the HIES Code of Practice, but normally indefinitely because you may contact us at some future date, for example, to request upgrades to your system. After 10 years, you may request, in writing, that your details be removed from our system.

How can I access the information you hold about me?

The Data Protection Act 1998 and GDPR gives you the right to access information held about you. You have the right to ask for a copy of the personal information held about you. You also have the right to ask for inaccuracies in information to be corrected. A copy of the information held about you by us can be requested in writing.

How we will use the information about you?

We collect information about you to process quotes, your order, installation, and any future maintenance. It may be shared with a third party in order for the delivery of materials e.g., name, project address, and contact telephone number of responsible person on site to take delivery.

To contact you in response to a specific enquiry or to organise an appointment associated with the anniversary of your annual service.

If you request our services via our website or by e-mail.

We will not share your information with other companies for marketing purposes.

Information Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.

We never collect sensitive information, such as your credit card details.

Our database is only accessible by Borders Underfloor Heating employees.

Links to other websites

Any links to other websites are provided solely as points of interest, or to companies with whom we are affiliated. Once you leave either of our websites you should note that we do not have any control over the websites of other companies. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites, and such sites are not governed by this privacy policy. You should exercise caution and read the privacy policy applicable to the website in question.

Policy Changes

Any changes we make to this policy in the future will be posted on our website.

Contact details

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