



## Privacy Policy

**Rev A - 17005**

Author:	<b>Managing Director and Data Representative</b>
Date:	<b>March 2026</b>
Person Responsible:	Managing Director
Frequency of Review*:	<b>12 months</b>

*\* Policies will be reviewed more frequently if legal changes or good practice require, this policy is non-contractual.*

Review History		
Date of Review:	Reviewed By	Reason for Review
<b>24/03/2026</b>	<b>TSS/KM/LSS</b>	New policy – due to changes on the company website





**Ideal Heat Solutions Limited (“we”, “us”, or “our”) is committed to protecting and respecting your privacy.**

**This Privacy Policy explains how we collect, use, and protect your personal data when you use our website: <https://www.idealheatsolutions.co.uk>**

## **Who We Are**

Ideal Heat Solutions Limited is a UK-based provider of temporary heating, cooling, hot water, and power solutions for commercial and industrial applications.

We act as the **data controller** for your personal data.

## **What Information We Collect**

### **Information you provide directly**

We may collect:

- Name
- Company name
- Email address
- Telephone number
- Site address or project details
- Any information submitted via contact forms, phone calls, or email enquiries

## **Call Tracking & Recorded Calls**

We use **Infinity call tracking systems** to monitor and improve our marketing and customer service.

- Calls may be recorded for training, quality, and monitoring purposes
- Call tracking numbers may be used to understand how you found our website

## **CRM & Email Marketing Systems**

We use systems including:

- **Current CRM** (for managing enquiries and customer relationships)
- **ActiveCampaign** (for email communications and marketing)



Your data may be stored and processed within these systems to:

- Manage enquiries
- Send relevant communications
- Maintain customer records

### Information collected automatically

When you visit our website, we may collect:

- IP address
- Browser type and version
- Pages visited and time spent
- Device information

### Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Analyse website performance
- Understand user behaviour
- Deliver relevant advertising

Please refer to our Cookie Policy for more information:

<https://www.idealheatsolutions.co.uk/cookie-policy/>

### How We Use Your Data

We use your personal data to:

- Respond to enquiries and provide quotations
- Deliver and manage our services
- Communicate with you regarding your enquiry or project
- Improve our website and services
- Send marketing communications (where permitted)
- Monitor and improve customer service





- Comply with legal obligations
- Financial checking

### Legal Basis for Processing

We process personal data under:

- **Contractual necessity** – to provide requested services
- **Legitimate interests** – to respond to enquiries and improve services
- **Consent** – for marketing communications where required
- **Legal obligations** – where applicable

### How We Store and Protect Your Data

We implement appropriate security measures including:

- Secure systems and restricted access
- Password protection and encryption where appropriate
- Internal policies and staff training

### Data Retention

We retain personal data only for as long as necessary to:

- Fulfil the purpose it was collected for
- Meet legal, regulatory, or operational requirements

### Sharing Your Data

We do not sell your personal data.

We may share data with:

- CRM and email service providers (e.g. ActiveCampaign)
- Call tracking providers (Infinity)
- IT and website service providers
- Professional advisors were required





All third parties are required to handle your data securely.

### **Analytics and Advertising**

We use third-party platforms to analyse website performance and deliver advertising, including:

- Google Analytics
- Google Ads
- Microsoft Advertising
- LinkedIn Ads
- Meta (Facebook & Instagram)

These platforms may use cookies and tracking technologies to collect information about your interaction with our website.

For more information on how Google uses data, please visit:

<https://policies.google.com/privacy>

### **Your Data Protection Rights**

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction or deletion
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time

To exercise your rights, please contact us.

### **International Data Transfers**

Where data is transferred outside the UK, we ensure appropriate safeguards are in place.

### **Links to Third-Party Websites**

We are not responsible for the privacy practices of external websites.





**Children’s Data**

We do not knowingly collect personal data from individuals under 18.

**Contact Us**

[hire@idealheatsolutions.co.uk](mailto:hire@idealheatsolutions.co.uk)

**Registered Address:**

Woodcut Cottage, Crismill Lane, Bearsted, Maidstone, Kent, ME14 3LY.

**Postal Address:**

Ideal Heat Solutions Ltd, Sir Thomas Longley Road, Medway City Estate, Rochester, Kent. ME2 4DU

**Name:** Terry Stevens-Smith

**Position:** Managing Director

**Date:** 24<sup>th</sup> March 2026

**Signed:**

[Terry Stevens-Smith \(Mar 31, 2026 15:15:59 GMT+1\)](#)








# IHS - Privacy Policy Rev A

Final Audit Report

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