

Privacy Policy

Last updated: 26 October 2026

This policy explains how Verde Heating Ltd collects, uses and protects your personal information when you visit our website, contact us or use our services. We are committed to protecting your privacy and handling your information in line with UK data protection law, including the UK GDPR and the Data Protection Act 2018.

Who we are

Verde Heating Ltd is the data controller for the personal information described in this policy. We are registered in England and Wales, company number 15461799. Our registered office is 426 Gidlow Lane, Wigan, England, WN6 8RG.

If you have any questions about this policy or your information, contact us on 01942 537025 or at info@verdeheating.co.uk.

The information we collect

- **Contact details:** your name, address, email address and phone number, when you get in touch, request a quote or book work with us.
- **Enquiry details:** the service you are interested in and any message you send us, including through the contact form on our website.
- **Property and job details:** information about your property, your existing system, the work we carry out, and photographs we take for quoting or record-keeping.
- **Payment details:** records of the payments you make to us. We do not store full card details.
- **Finance information:** if you choose a finance option, the details needed to refer you to our credit broker (see below).
- **Information about your circumstances:** if you choose to tell us about something that affects how we should support you, for example a health condition. We only record this with your agreement, and only use it to support you.
- **Website usage information:** how you use our website, collected through cookies (see below).

How we use your information

We use your information to:

- respond to your enquiry and provide quotes
- carry out, guarantee and maintain the work you have asked for
- meet our legal and regulatory obligations, such as notifying Gas Safe Register of gas work, registering installations with manufacturers and MCS, and keeping tax and accounting records
- introduce you to our credit broker if you would like to pay using finance

- contact you about your service or maintenance reminders, where you have agreed to this
- deal with any complaint or query
- understand how our website is used, so we can improve it

We only send you marketing if you have specifically agreed to it, and you can opt out at any time.

Our legal basis

We use your information because:

- it is needed to provide a quote or carry out a contract with you
- we have a legal obligation to keep certain records
- it is in our legitimate interests to run and improve our business, where this does not override your rights
- you have given your consent, for example to marketing, non-essential cookies or recording information about your circumstances. You can withdraw your consent at any time.

Finance applications

Verde Heating Ltd (FRN 1011855) is an Introducer Appointed Representative of TradeHelp Ltd, a credit broker authorised and regulated by the Financial Conduct Authority (FRN 697812). If you ask about paying by finance, your details and quote are recorded in the Worcester Bosch IAR portal. They are then passed to TradeHelp Ltd, who hold and use them to help with your finance enquiry and application. Worcester Bosch does not have access to your information at any time. Your finance application is made to Novuna Personal Finance, a trading style of Mitsubishi HC Capital UK PLC, which will carry out a credit check. TradeHelp Ltd and Novuna Personal Finance have their own privacy policies, which explain how they use your information.

Who we share your information with

We never sell your information. We only share it where needed with:

- TradeHelp Ltd and Novuna Personal Finance, if you choose a finance option
- Gas Safe Register, manufacturers (such as Worcester Bosch for guarantee registration) and MCS, where required for the work we carry out
- Trusted suppliers who help us run our business, such as our website host, email and IT providers, and our accountants. They may only use your information on our instructions.
- Regulators, law enforcement or other authorities, where the law requires it

Cookies

Our website uses cookies. Essential cookies make the site work. With your consent, we also use analytics cookies, through Google Tag Manager and Google Analytics, to understand how visitors use the site. Our reviews feature is provided by Trustindex. When you first visit, our cookie banner lets you choose which non-essential cookies to allow. You can change your choice at any time through the cookie settings on the site.

How long we keep your information

- Enquiries that do not lead to work: up to 12 months
- Customer and job records, including installation and guarantee records: 7 years after the work is completed, or longer where a guarantee or the law requires it
- Financial and tax records: 6 years, as required by law

We do not keep information we no longer need, and we delete or anonymise it securely.

Keeping your information secure

We take appropriate steps to protect your information. These include password-protected and locked devices, secure email, and access limited to staff who need it. Where our suppliers process information outside the UK, we make sure appropriate safeguards are in place.

Your rights

You have the right to:

- ask for a copy of the information we hold about you
- ask us to correct information that is wrong or incomplete
- ask us to delete your information, where we no longer have a reason to keep it
- object to, or ask us to restrict, how we use your information
- ask us to transfer your information to another organisation
- withdraw your consent at any time, where we rely on consent

To use any of these rights, contact us using the details above. We will respond within one month. If your request is about information held for a finance application, we may also need to involve TradeHelp Ltd.

Complaints

If you are unhappy with how we have handled your information, please contact us first so we can put it right. You also have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk/make-a-complaint or on 0303 123 1113.

Changes to this policy

We may update this policy from time to time. The latest version will always be on this page.

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