

# Fuel Oils Privacy Notice

Fuel Oils (Holdings) Limited ("Fuel Oils") are committed to complying with the General Data Protection Regulation and the Data Protection Act 2018, once enacted. Looking after the personal information you share with us is very important, and we want you to be confident that your personal data is kept safely and securely.

We have published this notice to help you understand

- **how and why Fuel Oils collect information from you;**
- **who we share your information with, why and on what basis; and**
- **what your rights are.**

If we make changes to this notice we will notify you by updating it on our website. Fuel Oils will be what is known as the "Data Controller" of the personal data you provide to us, and we will sometimes refer to ourselves in this notice as "we" or "us". By Data Controller, this means Fuel Oils determines the purposes and way in which any personal data is, or will be, processed.

Should you need to contact us please write to:

Data Protection Officer, Fuel Oils, Units 3&4 Burnett Road, Erith, Kent, DA8 2LG or email [dataprotection@fueoils.co.uk](mailto:dataprotection@fueoils.co.uk) quoting Security and Privacy Enquiry.

This privacy notice was last updated on 21st May 2018.

## What information we collect when you register and why?

When you buy goods from us, you are entering into a contract with us. You will need to set up a Fuel Oils Account before ordering from us, so we can set this up we will ask you to provide some personal information such as;

- **full name**
- **address**
- **contact numbers, and**
- **email address.**

As an existing customer if you placed an order with us using a credit or debit card, or we have taken these details for a payment authorisation, we will securely collect and store this payment card information. New customers and existing customers whose payment cards have expired will be asked if they would like to automatically store these details in order to speed up the payment process. If you set up a direct debit payment, we will also collect bank details from you.

When you visit our depots Fuel Oils uses CCTV for security monitoring purposes.

## How do we use your information?

Data Protection says that we are allowed to use and share your personal data only where we have a proper reason to do so. The law says we must have one or more of these reasons and these are:

- **Contract** - your personal information is processed in order to fulfil a contractual arrangement.
- **Consent** - where you agree to us using your information in this way e.g. for storing your payment card details.
- **Legitimate Interests** - this means the interests of Fuel Oils in managing our business to allow us to provide you with the best products and service in the most secure and appropriate way e.g. to transfer your data to certain Third Parties, such as delivery partners.
- **Legal Obligation** - where there is statutory or other legal requirement to share the information e.g. when we have to share your information for law enforcement purposes.

Here is a list of the ways that we may use your personal information, and which of the reasons described above we rely on to do so. Where we list legitimate interests as a reason, we also describe below what we believe these legitimate interests are.

What we use your personal information for	Our reasons (legal basis)	Our explanation of Fuel Oils legitimate interests
Set up your Fuel Oils account	• Legitimate interest	Process efficiency in dealing with such activity.
Storing payment card details	• Consent	N/A
Process your orders	• Fulfilling a contract	N/A
Notify you of your order status.	• Legitimate interests	Process efficiency in dealing with such activity, and to make improvements to our services.
Manage your account/ provide customer services to you. This may include: communications activities, call recording, data verification, customer complaints/queries	• Legal obligation/ Legitimate interests (depending on nature of services)	Keeping our records up to date, handling our customer contacts efficiently and effectively, working out which of our products and services may interest you and telling you about them.
To detect, investigate and report financial crime (e.g. Fraud)	• Legal Obligation / legitimate interests	Developing and improving how we deal with financial crime. Complying with any legal obligation placed on us by regulators such as the FCA. Complying with any regulations that apply to us. Process efficiency in dealing with such activity, and to make service and process improvements.
Marketing communications to inform you of special Offers and/or promotions	• Legitimate interests	Developing services, applications that attract and retain customers. Improving customer interaction with our sites.
Notifying you about enhancements to our services , such as changes to the website and new services that may be of interest to you.	• Legitimate interests	Developing products, applications that attract and retain customers. Improving customer interaction with our sites.
Logistics planning, demand forecasting and management information	• Legitimate interests	We use information about ordering habits, products bought and volumes, to help us to respond to and, ensure the right products get to the right areas and to help us plan our deliveries.

### **Who we share your information with and why**

Fuel Oils works with a number of trusted suppliers, agencies and businesses in order to provide you the high quality products and services you expect from us such as third party delivery companies and credit reference agencies.

Some examples of the categories of third parties with whom we share your data are:

#### **Delivery Partners**

In order for you to receive your goods, Fuel Oils works with a number of delivery partners. Again, we only pass limited information to them in order to ensure delivery of your items.

#### **IT Companies**

Fuel Oils works with business who support our website and other business systems.

#### **Payment processing**

Fuel Oils works with trusted third party payment processing providers in order to securely take and manage payments.

### **Your Rights**

Your personal data is protected by legal rights, which include your rights to object to our processing of your personal data; request that your personal data is erased or corrected; request access to your personal data.

For more information or to exercise your data protection rights, please contact us using the contact details above. You also have a right to complain to the Information Commissioner's Office, which regulates the processing of personal data.

### **Keeping in touch with you**

We want to keep you up to date with information about products, special offers and improvements to our website. When you set your account up, we will ask you if you want to receive this type of marketing information.

We will not share your information with companies outside of Fuel Oils for their marketing purposes.

If you decide you do not want to receive this marketing information you can request that we stop by writing to the Data Protection Officer at our Head Office Address, emailing [dataprotection@fueloils.co.uk](mailto:dataprotection@fueloils.co.uk), by calling our Head Office on 01322 349035

You may continue to receive mailings for a short period while your request is dealt with.

### **How long we keep your information**

If we collect your personal information, the length of time we retain it is determined by a number of factors including the purpose for which we use that information and our obligations under other laws.

We may need your personal information to establish, bring or defend legal claims. For this purpose, we will always retain your personal information for 7 years after the date it is no longer needed by us for any of the purposes listed under How we use your information above. The only exceptions to this are where:

- the law requires us to hold your personal information for a longer period, or delete it sooner;
- you exercise your right to have the information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law;
- we bring or defend a legal claim or other proceedings during the period we retain your personal information, in which case we will retain your personal information until those proceedings have concluded and no further appeals are possible; or
- in limited cases, existing or future law or a court or regulator requires us to keep your personal information for a longer or shorter period.

### **Your rights**

You are entitled to request the following from Fuel Oils,

Right of access –to request access to your personal information and information about how we process it

- Right to rectification –to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- Right to erasure (also known as the Right to be Forgotten) – to have your personal information erased. Contact our Head Office on 01322 349035
- Right to restriction of processing – to restrict processing of your personal information
- Right to data portability - to electronically move, copy or transfer your personal information in a standard form
- Right to object - to object to processing of your personal information
- Rights with regards to automated individual decision making, including profiling –rights relating to automated decision making, including profiling

If you have any general questions about your rights or want to exercise your rights please contact [dataprotection@fueloils.co.uk](mailto:dataprotection@fueloils.co.uk)

You have the right to lodge a complaint with a data protection regulator in Europe, in particular in a country you work or live or where your legal rights have been infringed. The contact details for the Information Commissioner's Office (ICO), the data protection regulator in the UK, are available on the ICO website [www.ico.org.uk](http://www.ico.org.uk) where your personal information has or is being used in a way that you believe does not comply with data, however, we encourage you to contact us before making any complaint and we will seek to resolve any issues or concerns you may have.

For more information on these, please visit the Information Commissioners website at [www.ico.org.uk](http://www.ico.org.uk)

## **Cookie Notice**

This notice is designed to help you understand what cookies are, how Fuel Oils uses them and the choices you have in regards to their use.

By continuing to use [www.fueloils.co.uk](http://www.fueloils.co.uk) the "Site", you are agreeing to our use of cookies in the manner described in this notice.

What are cookies?

Cookies are small text files that are stored on your browser or the hard drive of your computer or other device when you visit the Site. This allows the Site to recognise you as a user either for the duration of your visit (using a 'session cookie') or for repeat visits (a 'persistent cookie'). They are not harmful and do not contain any information such as your home address, date of birth or credit card details.

What do we use Cookies for?

- To allow you to securely sign in to your Fuel Oils Account, so that you can request quotes for products, or place an order.

Cookies are an essential part of how our Site works, as they remember certain information about a visitor. Fuel Oils uses First Party cookies (these are placed there and used solely by Fuel Oils.)

Are cookies safe?

Yes. The information stored in cookies is safe and anonymous to any external third party, and your account security is never compromised. You can find more information about cookies at <http://www.allaboutcookies.org/> and [www.youronlinechoices.com/](http://www.youronlinechoices.com/). For a video about cookies visit <https://www.google.com/intl/en-GB/policies/technologies/cookies/>

Can I turn off cookies?

Yes – but if you choose not to allow the use of cookies, your experience of our Site will be limited and many integral aspects of the Site, including (but not limited to) adding items to your order and accessing your account, will not work at all.

## **Contact**

Should you need to contact us please write to:

Data Protection Officer

Fuel Oils

Burnett Road

Erith,

Kent,

DA8 2LG

or via [dataprotection@fueloils.co.uk](mailto:dataprotection@fueloils.co.uk)