



Privacy Policy

This Privacy Policy explains how we at Red Dragon Air Conditioning Ltd obtain, use and disclose your personal data and how you can contact us if you have any questions or want to exercise any of your privacy rights. Red Dragon Air Conditioning Ltd takes its privacy responsibilities very seriously and has implemented measures designed to protect your personal data and ensure compliance with applicable laws.

1. Personal data we may collect about you

Your contact details – such as name, address, email, telephone/mobile phone number. We obtain this information directly from you.

For students attending our training courses, your registered user details and history – such as details of products or services purchased, installation/training/service history, we obtain this information directly from you from your use of our products and services.

Your preferences - such as whether or not you want to receive marketing communications.

2. Purposes for which we may use your personal data

We may use your personal data for any of the following purposes:

Providing products and services to you – including account administration and management, order fulfilment, facilitating with installation services, managing customer relations, billing and payment administration, fraud detection and prevention, providing customer support services, handling complaints and enquiries.

3. Disclosures of your personal data

We may sometimes appoint third party service providers such as awarding bodies who provide certification for the qualifications to our students, delivery and logistics companies for tool and equipment orders. This may involve sharing your personal data with such providers in connection with those services. We will ensure your personal data is properly protected and only used by our providers in accordance with this Privacy Policy.

4. How long we keep your personal data

We will normally keep your personal data for as long as you remain a customer of ours and thereafter for a period of seven years. If, after this point, we have not exchanged any communications, you may contact us directly and request us to delete your data.

5. Legal basis for processing

Red Dragon Air Conditioning Ltd is the controller of your personal data and responsible for complying with applicable data protection laws.

Where we collect and use your personal data for the purposes described above, we do so on the legal basis that either (a) the collection and use is necessary for the performance of a contract between us, or (b) you have given your consent to such use, or (c) it is in our legitimate interests to use your data for these purposes and this does not cause you unwarranted hardship or prejudice.

6. Marketing

If you provide us with your details and ask us to notify you of products and services that may be of interest to you, you consent to our contacting you by email, telephone, SMS and/or post for these purposes.

Emails that we send to you for marketing purposes may be tracked to ensure that the messages have been received and responses recorded. We will not track non-marketing emails.

7. Your rights

You have the right to:

- Access your personal data – you have the right to receive a copy of the personal data we hold about you. We will require the request to be in writing, accompanied by proof of identity. This will ensure we only provide data to the correct person.
- Withdraw your consent to direct marketing – you can exercise your right to withdraw consent to marketing at any time by contacting us or by clicking on the unsubscribe link in an email we have sent you.
- Restriction – in limited circumstances you may be able to require us to restrict our processing of your personal data. For example, if you consider what we hold is inaccurate and we disagree, the processing may be restricted until the accuracy has been verified.
- Erasure – where we have no lawful basis for holding onto your personal data you may ask us to delete it.

- Portability – in limited circumstances you may be entitled to have the personal data you have provided to us sent electronically to you for you to provide to another organisation.
- Complaint Procedures – you can make a complaint by contacting - Red Dragon Air Conditioning Ltd in the first instance. If you are not satisfied with the way the complaint is dealt with, you can escalate the complaint in accordance with our complaints procedure.

8. Security

Personal data on our systems is only accessible by appropriately trained staff who need to access your personal data as part of their job.

We only use third party service providers where we are satisfied that the security they provide for your personal data is at least as protective as the security we use ourselves.

9. Links to other websites

Please note, this website contains links to other websites that are not controlled by us. These links are provided for your convenience. We are only responsible for our privacy practices and our security. We recommend you check the privacy policies for any other websites that you visit.

10. Changes to this Privacy Policy

Privacy laws and practice are constantly developing and we aim to meet industry standards. Our policies and procedures are, therefore, under regular review. We may, from time to time, update our security and privacy policies. We will ensure our website has our most up to date Privacy Policy and suggest checking this page periodically to review our latest version.

11. GDPR

As a company that operates in the European Union, we understand and take seriously our responsibilities under GDPR.

We understand that we must ask for your permission to contact you with marketing information. For more details about how we do this please see the Marketing section above.

We also understand that we must inform you about the ways in which we use your data and the lawful basis for processing it. As a company, we use the GDPR lawful basis for processing of "Contract" to process your personal data.

12. Contact us

Contact: Red Dragon Air Conditioning Ltd - info@red-dragon-airconditioning.com

Corporate address: Unit 6 Sturmi Way, Village Farm Ind Estate, Pyle, Bridgend, CF33 6BZ.

Telephone: 01656 743661