

Halcyan Ltd Privacy Policy

Our contact details

Name: Mrs Samantha Mant

Address: Unit 2, Green Farm Business Park, Folly Road, Latteridge, BS37 9TZ

Phone Number: 0345 5040 656

E-mail: info@halcyanwater.com

Website : www.halcyanwater.com

Date of Latest Policy Review: 27th July 2022

The type of personal information we collect

We currently collect and process the following information:

- Your full name and title
- Your postal address and other addresses as needed for delivery purposes
- Your email address and phone numbers(s)
- Where we understand you have found us e.g. Google advertisement or an exhibition
- Photo of your identification card (eg Blue Lights, required for discounting purpose)
- Notes from our telephone or chat conversations that provide information on your system setup and home situation with regards to numbers of people using the facilities
- Email correspondence, that provides technical information for the specification process
- Photographs of your pipework and fixtures and fittings as needed for warranty and guarantee purposes
- If you are a business contact, we may hold any of the above information plus your company name and business contact details

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To request further information on our system and products
- To seek advise regarding which unit is suitable for your property
- To apply for a discount prior to purchase
- To register for a warranty or guarantee

This information is usually provided to us via

- A website form or chat function
- An email or phone call to us
- A competition entry
- You scanning us at an exhibition or providing us with your details on paper
- Scanning our information boards on permanent exhibition stands
- Referral of you by a friend or family member
- Your installer asking us to get in touch with you

We use the information that you have given us in order to

- Send you the information about our product and system that you have requested and will find useful to make a well-informed decision
- To send you updates about discounts, free tickets to exhibitions and similar opportunities
- To share useful data about money, energy and carbon saving including other products we believe you may find interesting
- To ask you to provide us with a review or recommend us to your friends and family
- To keep you updated with any changes to the product or company that may be relevant to you either as a prospective customer or as an existing customer to ensure your rights are protected.

We will never share this information with any person or organisation unless required to by law.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us on the details above by post, email or phone.

(b) We have a contractual obligation

How we store your personal information

Your information is securely stored in our password protected database on a secure server.

We keep all elements of customer personal and system data for up to 30 years as this is required for warranty purposes

We will then dispose your information by permanently deleting your data from our database. Any personal information gathered on paper is shredded as soon as it has been transferred into our secure database.

At Halcyan Water, we are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner.

As part of our efforts to provide an excellent user experience, we utilize Microsoft Clarity, a web analytics tool, to gain insights into how our website is used and to improve its performance.

1. What is Microsoft Clarity?

Microsoft Clarity is a user behavior analytics tool that helps us understand how visitors interact with our website. It provides us with insights such as:

- Heatmaps: Visual representations of how users click, scroll, and interact with various elements on our site.
- Session Recordings: Replay of user sessions to analyse browsing patterns.
- Insights: Data on user behavior to help us optimize the user experience.

2. What Information Does Microsoft Clarity Collect?

When you visit our website, Microsoft Clarity may collect the following types of information:

- **Device Information:** Such as your device type, operating system, and browser.
- **Interaction Data:** Information about how you interact with our site, including clicks, scrolls, and navigation paths.
- **Geolocation Data:** General location data based on your IP address.
- **Anonymous Identifiers:** Unique identifiers to track your session across our website without personally identifying you.

Please note that Microsoft Clarity does not collect any personally identifiable information (PII) such as your name, email address, or payment information.

3. How We Use Microsoft Clarity Data

The data collected through Microsoft Clarity is used solely for the purpose of improving our website's performance and enhancing the user experience. Specifically, we use this information to:

- Identify areas of the website that may require improvement.
- Optimize the layout and content of the site to better meet user needs.
- Monitor website performance and resolve technical issues.

4. How Your Data is Protected

The data collected by Microsoft Clarity is stored securely and is only accessible by authorized personnel at Halcyan Water and Microsoft. Microsoft Clarity complies with industry-standard security measures to protect your data.

5. Your Privacy Choices

We respect your privacy and provide you with the following options regarding the collection of your data by Microsoft Clarity:

- Opt-Out: You can choose to opt-out of Microsoft Clarity tracking by adjusting your browser settings or using a browser extension that blocks tracking scripts.
- Do Not Track: Our website honours “Do Not Track” signals from your browser.

6. Third-Party Links

Our website may contain links to other websites or services. Please note that this Privacy Policy only applies to Halcyan Water’s website and Microsoft Clarity’s use on our site. We are not responsible for the privacy practices of third-party websites.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on this page with a revised “Last Updated” date.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our use of Microsoft Clarity, please contact us at:

Halcyan Water Conditioners

Unit 2 Green Farm Business Park

Folly Rod

Latteridge

Bristol

BS37 9TZ

info@halcyanwater.com

Call: 0345 5040656

Cookies Policy

Last updated: 05/1/2024

At Halcyan (“we”, “us”, or “our”), we respect your privacy and are committed to being transparent about how we use cookies on [Website URL] (the “Site”). This Cookies Policy explains what cookies are, how we use them, and how you can manage your preferences.

By continuing to browse the Site, you consent to the default use of cookies as outlined below.

1. What Are Cookies?

Cookies are small text files that are placed on your device when you visit a website. They allow the website to recognize your device, enhance your browsing experience, and provide us with information to improve the functionality and effectiveness of our Site.

2. Types of Cookies We Use

We use cookies to improve your experience on the Site and to help us understand how you use our services. By default, cookies are enabled to ensure the website functions properly. You may choose to adjust your settings, but doing so could impact your experience.

We use the following types of cookies:

- **Necessary Cookies:** These cookies are essential for the website to function properly, such as enabling you to log in to your account and access secure areas. These cookies cannot be turned off in our system as they are necessary for the operation of the Site.
- **Analytics Cookies:** These cookies allow us to analyze how visitors use our Site. The data collected helps us improve website performance and our marketing efforts. We use tools like Google Analytics to gather this information.
- **Personalization Cookies:** These cookies store your preferences and enable us to provide a more personalized experience on our Site, such as remembering your language settings or login details.

- **Advertising Cookies:** These cookies are used to show you relevant advertisements based on your browsing behaviour, both on our Site and on other platforms. They also help us measure the effectiveness of our ad campaigns.

3. Managing Your Cookie Preferences

By default, cookies are enabled to provide the best experience on our Site. You are, however, in control of how cookies are used. Most browsers automatically accept cookies, but you can modify your browser settings to decline them or alert you when cookies are being sent. Keep in mind that disabling certain cookies may affect the functionality of the Site.

Here's how you can manage cookies on your browser:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Safari](#)
- [Microsoft Edge](#)

4. Third-Party Cookies

Some cookies on our Site are placed by third-party services, such as analytics tools and advertising partners. We do not control the use of these third-party cookies. We recommend reviewing their privacy policies for more information on how they handle your data.

5. How Long Do We Keep Cookies?

Cookies may remain on your device for varying durations depending on their type:

- **Session Cookies:** These are temporary and are deleted when you close your browser.
- **Persistent Cookies:** These remain on your device until they expire or are manually deleted.

6. Changes to This Cookies Policy

We may update this Cookies Policy periodically to reflect changes in our practices or legal requirements. When updates are made, the “Last updated” date at the top of this page will be revised. We recommend checking this page regularly to stay informed about our cookie practices.

7. Contact Us

If you have any questions regarding our use of cookies or how to manage them, please contact us:

Halcyan Water Conditioners

Unit 2 GreenFarm Business Park

Folly Rod

Latteridge

Bristol

BS37 9TZ

info@halcyanwater.com

Call: 0345 5040656

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@halcyanwater.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Halcyan Ltd, on info@halcyanwater.com or write to us at Unit 2, Green Farm Business Park, Folly Road, Latteridge, BS37 9TZ.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>