



PRIVACY POLICY

Version 1.0 Effective Date: June 2026

Innovative Heating Solutions Ltd (“IHS”, “we”, “our” or “us”) is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, purchase our products, register a warranty, submit an enquiry or otherwise engage with our business.

Company Information

Innovative Heating Solutions Ltd

167-169 Great Portland Street 5th Floor London W1W 5PF

Company Registration Number: 14614346

Email: info@innovativeheatingsolutions.co.uk

Website: www.innovativeheatingsolutions.co.uk

Information We Collect

We may collect and process the following information:

- Name • Company name • Job title • Email address • Telephone number • Postal address
- Product registration information • Warranty registration details • Purchase history • Website usage information • IP address • Browser and device information • Marketing preferences

How We Use Your Information

We may use your information to:

- Process enquiries and orders • Provide customer support • Register and administer warranties • Deliver products and services • Improve our website and customer

experience • Provide technical support • Send product updates and marketing communications where consent has been provided • Meet legal, regulatory and contractual obligations

Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Consent • Performance of a contract • Compliance with legal obligations • Legitimate business interests

Data Retention

We retain personal information only for as long as reasonably necessary.

Typical retention periods include:

- Enquiries: Up to 24 months • Customer records: Up to 7 years • Warranty registrations: Up to 10 years • Marketing records: Until consent is withdrawn

Sharing Information

We do not sell personal data.

We may share information with:

- Delivery providers • Payment processors • CRM and website providers • Professional advisers • Regulatory authorities where required by law

Data Security

We implement appropriate technical and organisational measures to protect personal information against unauthorised access, disclosure, alteration or destruction.

Your Rights

Under UK GDPR you have the right to:

- Access your personal information • Correct inaccurate information • Request deletion of your information • Restrict processing • Object to processing • Request transfer of your information • Withdraw consent at any time

International Transfers

Some service providers may store or process information outside the United Kingdom. Where this occurs, appropriate safeguards are implemented to protect personal information.

Cookies

Our website uses cookies and similar technologies. Please refer to our Cookie Policy for further information.

Complaints

If you have concerns regarding how your information is handled, you may contact us directly or lodge a complaint with the Information Commissioner's Office (ICO).

Changes to this Policy

We reserve the right to update this Privacy Policy from time to time. Updated versions will be published on our website.

Contact

For privacy-related enquiries:

info@innovativeheatingsolutions.co.uk