



Effective as of 25 March 2025

Introduction

Thermalfill Insulation is committed to ensuring the security and protection of the personal information that we process, and to provide a compliant and consistent approach to data protection.

Across the business activities, Thermalfill Insulation will interact with a number of 3rd parties, business suppliers, customers, employees, government departments, etc. The nature and content of information requirement for each interaction will be different. This will require a different "Privacy Policy", specific to the information required and held by Thermalfill Insulation.

The basic principals will be common to all specific policies, however the content, the length of time held and the sensitivity rating of the information held, etc, will be different in each.

Collection of personal information

The only personal information we collect is information that you provide to us with consent, or that a related party supplies us in connection or as a consequence of your information, the source of which will be provided on request.

The personal information retained will relate only to the purpose for collection. The requirement for this information will be made known to you, before consent is given.

The purpose and use of your personal data

The information will be collected, processed and or filed, solely for the use it was collected.

If and when we obtain Special Categories Data and process any special category information, we will do so in complete compliance with the Article 9 requirements

Data retention and deletion

The Company will only hold your personal data for as long as is necessary to fulfil the purpose it was collected for, including any legal, accounting or reporting requirements.

When the respective time has elapsed Thermalfill Insulation will erase and delete all the relevant information

Information Transfer or Sharing

Thermalfill Insulation will never pass on any information to a third party, unless required within the scope of the known activity, and this will be made known to yourself. When applicable the mode of this transfer will depend on the information's sensitivity.

Should Thermalfill Insulation wish to disclose your information to 3rd parties it will only do so with your consent.

Keeping personal data safe

The Company takes the security of your data seriously. The Company has internal controls in place to allow limited access to your information and prevent your data being lost, accidentally destroyed, misused or disclosed.

When the Company engages third parties to process personal data on its behalf, they do so on the basis of a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Changes to this Privacy Policy

We may update this privacy notice from time to time.

When we change this policy we will update the version on the website.

For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so.

Where required by law we will seek your consent to changes in the way we use your personal information.

Rights as an Individual

"GDPR" gives certain rights to individuals in relation to their personal data.

In relation to the information that Thermalfill Insulation holds individuals have the right to :-

- be informed that Thermalfill Insulation retains such information,
- request access to the personal data retained,
- require Thermalfill Insulation to amend or update the personal data where it is

inaccurate or incomplete.

- provide the source of information held, when not provided by themselves
- lodge a complaint relevant to the collection, retention or deletion of information.

How to contact us

Thermalfill Insulation has designated Stephen Calow as the Data Protection Officer.

If you have any questions, concerns, or complaints regarding this Policy, please contact us by writing to :-

The Data Protection Officer
Thermalfill Insulation
110 Skyline Drive
Lisburn
Co Antrim
BT27 4HW



Stephen Calow

Date 25 March 2025