

Privacy policy

We, Viessmann Limited, take the protection of your personal data very seriously and strictly adhere to the rules of data protection laws. Personal data is collected on this website only to the necessary extent. The information collected is never sold or otherwise transferred to third parties.

The following declaration gives you an overview of how we ensure this protection and what kind of data is collected and for what purpose. It applies to the Viessmann Installer Portal specifically. Viessmann websites may contain links to other websites which are not covered by this privacy statement.

Data processing on this Internet page

Viessmann automatically collects and stores in its server log files the information that you transfer to us, to be able to process the registration of the product installation and warranty details. This information is a copy of the information both sent directly to- and contained- in the Gas Safe database that you are free to access at any time.

This data is assigned to the Paraphor Administrator within Viessmann.

Use and communication of personal data

Insofar as you have provided us with personal data, we use it only to respond to your enquiries, to process your orders, for technical administration and for log in to password restricted areas.

Your personal data will only be passed to third parties or otherwise communicated if this is necessary for the purposes of the execution of the contract - in particular transfer of installation data to Gas Safe-, this is required for billing purposes, or if you have previously consented. You have the right at any time to revoke any given consent with immediate effect for the future.

Deletion of the stored personal data takes place if you withdraw your consent to its storage, if it is no longer required to fulfill the purpose for its original storage, or if storage for other legal reasons is inadmissible.

Cookies

The website uses so-called cookies. They serve to make our service more user-friendly, effective and secure. Cookies are small text files that are stored on your computer by your browser. Most of the cookies we use are so-called "session cookies". They are automatically deleted after your visit. Cookies on your computer do no harm and do not contain viruses.

Deletion rights

You always have the right to information regarding the recording of your personal data, its origin and destination and the purpose of storage. In addition, in accordance with statutory provisions, there is a right to correction, blocking and deletion of personal data.

More information

Your trust is important to us. Therefore we will always answer your questions regarding the processing of your data. If you have questions which this privacy policy could not answer or if you wish for more detailed information, please get in contact with us:

Paraphor Administrator
Viessmann Limited
Hortonwood 30
Telford
TF1 7YP

Phone: 01952 675000
Fax: 01952 675041

Security note

We strive to protect your personal data, so that it is not accessible to third parties, by taking all possible technical and organisational precautions. When communicating by e-mail complete data security can not be guaranteed, so we recommend sending confidential information by post.