Vaillant Group

MyVaillantWeb Privacy notice with Consentmanager

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1.	Privacy Notice
	We take the protection of your personal data very seriously. This privacy notice informs you about the processing of your personal data and this applies to you when you use this website https://myvaillantweb.com/ and/or request any of the services mentioned on the website. Specific or supplementary privacy policies may apply to certain services. The website and information, products and services are designed for use by residents of the UK, if you reside in another country you may find it useful to check our Group Head Office website at www.vaillant-group.com to find details of Vaillant services in your location. When visiting www.vaillant-group.com you will be subject to the terms of the privacy policy stated on that website.
2.	Controller
	The controller for the processing of your personal data when you use this website is Vaillant Group UK Limited, Nottingham Road, Belper, Derbyshire, DE56 1JT ("we", "us").
	You can find more information and our contact details in the section titled 'Contact Detail of the Data Protection Officer, below.
	We are a company of the Vaillant Group. The Vaillant Group means Vaillant GmbH (Vaillant GmbH, Berghauser Str. 40, 42859 Remscheid,
	Germany) and the companies affiliated with Vaillant GmbH. The Vaillant Group includes the brands Vaillant, Saunier Duval, awb, Bulex,
	DemirDöküm, Heatline, Glow worm, Hermann Saunier Duval and protherm. You can find more information about Vaillant Group here.
3.	Legal basis
	Under data protection law, we must have a legal basis to process your personal data, and generally speaking we process under one of the following:
	1. CONSENT
	e.g., usually, we rely on your consent to process your personal data in relation to marketing, market surveys, advertising our products and services and website cookies. You can withdraw your consent to this processing at any time.
	2. THE INITIATION OR PERFORMANCE OF A CONTRACT WITH YOU OR THE STEPS TAKEN PRIOR TO ENTERING INTO A CONTRACT e.g., Where you are an existing customer or professional Partner of ours, we will be processing your personal data in performing our obligations under the contract with you or if we have not been contacted by you before, many of our services require us to process your personal data prior to entering a contract with you, in both cases, we process your information to enable us to provide our services.

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	3. LEGITIMATE INTERESTS PURSUED BY US OR BY A THIRD PARTY
	e.g., where we process your personal data for our own business purposes, e.g. product monitoring, service quality, handling complaints, statistical use etc. this is being processed for the purposes of the legitimate interests pursued by us or by a third party.
	4. COMPLIANCE WITH A LEGAL OBLIGATION
	We may need to process or share your personal data where we have a legal obligation that we are required to comply with, an example might be the police or emergency services, insurance investigations and court orders.
	5. VITAL INTERESTS
	We will share your personal data where it is necessary to protect the vital interests of you or a third party.
	In particular, we process your personal data in order to answer your enquiries, to provide assistance in using our website, products and services, to prepare or conclude repair, maintenance and other service contracts, to provide you with requested information or services via our website or other means, to adapt our internet offers, products and services to your interests or to improve them and to support the marketing of our
	products and services. Specific details of the legal basis we rely on for each of our products and services can be found in the relevant product and service sections to follow.
4.	Use of the website
	You will need to sign-up/register using the links provided on the website homepage in order to make use of the services offered by MyVaillantWeb and this will require you to provide your name, address, phone number and email.
	Once registered you will be able to:
	 ACTIVATE YOUR MYVAILLANT account, this enables us to provide you with the Vaillant Connect smart home subscription service where we will also ask you to register your Vaillant boiler if you haven't already done this, we will need your boiler serial number and your occupancy status (either homeowner or tenant). Once you have registered your Vaillant boiler, we will connect to its internal monitoring system, the Vaillant Connect enables us to provide you with assisted appliance monitoring, appliance health check reports and energy optimisation tips;
	 REGISTER YOUR VAILLANT PRODUCT where we will ask for the boiler or heat pump serial number and date of installation in order to set up the Vaillant Connect service by connecting with your boilers internal monitoring system; and
	3. BOOK AN APPOINTMENT you select an appointment type, provide the serial number or select which product the appointment is related to, and pick your preferred date (and optional time slot at additional cost), then confirm access and parking for your property etc. You will then be transferred to Worldpay a third party who will process your card payment on behalf of Vaillant. Vaillant have no access to your payment card details, please see the Worldpay privacy notice HERE for details of how they process your personal data.

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	If you are already a customer of ours, we will associate and link your registration data with your existing customer account in Salesforce. If you are not already a customer of ours, by registering for MyVaillantWeb we will automatically create a customer account in Salesforce.
	You can cancel your contract for MyVaillantWeb at any time by clicking on the 'Cancel Contract' button on the homepage when you are logged in. If you have registered more than one Vaillant product you will need to cancel contract separately for each product.
	Our lawful basis for processing your personal data in respect of registration for and use of the MyVaillantWeb services, is the performance of a contract with you or the steps required prior to entering a contract with you.
	We retain the personal data required for the MyVaillantWeb services for as long as you are registered with in MyVaillantWeb, you can close this account by contacting us, however we will retain the customer account Salesforce for the lifetime of the Vaillant Product, and thereafter for up to 6 years.
	Your device also transmits personal data to us via your browser that is technically necessary to establish the connection and use our website. This includes, the date and time of the connection, your IP address, requested web pages and downloaded files, data on the transmission and use of the website, information on the browser and browser settings, operating system and device and the internet address from which you accessed our site. Much of this information is collected using cookies, and we use this information to ensure the security of our web pages, to measure the effectiveness of internet advertising, to compile statistics and to measure the activities on the website with the aim of improving our offer.
	More information is provided about cookies in the section below titled; Cookies, analysis tools, tracking and targeting
5.	Whistleblower Reporting
	When you click on the whistleblowing link (<u>available here</u>), this will take you to the Vaillant.co.uk website (see the separate Privacy & Cookie notice for that website) and then you will click to continue on to the Vaillant GmbH website hosted in Germany and the BKMS whistleblower system. As the Vaillant GmbH website is not operated by Vaillant Group UK your continued use will be subject to the Vaillant GmbH website privacy policy and a separate cookie consent will be obtained.
6.	Contacting Us Directly If you wish to you can contact us by telephone, email or by filling in our contact form, we will need to ask you to provide us with the information necessary to process your enquiry and reply to you. This includes name, address and phone or email contact details, where applicable, details of the Vaillant product and details describing your concern. We may require further information about the owner of the Vaillant product or the recipient of the services if you are not the owner. We may also collect unit data, fault information, spare parts required, geo-data of the unit location) to better perform our customer service. We also supplement the data you provide with information relating to our processing of your request and execution of orders in relation to the services provided. We use the personal data to process your respective request, to answer

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	questions about our products and services, to accept orders, to arrange appointments with our customer service, to document services provided or to charge for services. If you have provided us with your telephone number, mobile number or email address, we will use this to communicate with you regarding your request until the issue has been resolved. This also includes messages via email or SMS to confirm or remind you of appointments.
	Our lawful basis for collecting your personal data when you get in touch with us is our legitimate interests in as far as we aim to provide excellent customer service by responding to your request, and if you are an existing customer, for the performance of a contract with you.
	We will retain your personal data in respect of contact with us, complaints, repairs and servicing etc. in your registration account with us for as long as you have a Vaillant product and thereafter for the purposes of the Gas safe registration scheme. If you no longer have a Vaillant product you can ask us to remove your details from our customer database.
	Marketing consent for Personal Data uses: When you speak to the contact centre, they may also ask you if you consent to receiving advertising, marketing, customer satisfaction surveys and of course to document your consent to these uses.
	Consent is our lawful basis for these marketing personal data uses.
	You can withdraw your consent at any time and stop receiving marketing by contacting our contact centre or emailing our data protection officer dataprotectionUK@Vaillant-group.com . In the case of marketing your personal data will then be placed on a suppression list to ensure that you are not sent marketing.
	Voice recordings, on some of our call centre numbers we record telephone conversations for quality assurance or training purposes. Our lawful basis to process the voice recordings is our legitimate interests, namely, training, quality control, claim and complaint management. Voice recordings are collected using our telephony system and are held by our third-party telephony provider (Vonage) their data centre storing the recordings is in the UK. For service calls we retain the recordings for a maximum of 5 years. For any other calls we retain the recordings for up to 1 year.
7.	Customer and market research, surveys, and product reviews
	We may also occasionally send you a request to help us with market and customer research, customer surveys, or to provide a product or service review. The only personal data we process for this purpose is your name and email address from your account with us and the responses you provide to us. We do not record your responses in your account, the responses are retained separately and are only accessible by limited members of staff who are analysing the feedback to improve our services or produce an internal report.

No Content In most cases we will aggregate the results of all responses to produce an overview of the outcomes to share with relevant persons in our UK business or our head office in Germany e.g. 35% of respondents would be interested in a smart device that adjusted their boiler settings to the most economical usage for them. In order to conduct market and customer research, customer surveys, or gather product or service reviews, we often use third parties who specialise in these activities. It is challenging to provide the names of every third party we might engage with at any time in the future, but some key examples are KHWS, Leftfield, Forsta, GIM, and Vaillant GmbH in Germany. Our lawful basis to seek this kind of feedback and reviews, is our legitimate interests in that a professional well managed organisation reasonably needs to ensure that its product offering, customer service, and quality of service meets customer's expectations, and our plans and investments are directed to where a demand exists. You can ignore these requests or take part at your own choice or use the unsubscribe option where it is offered in the emails. We will retain your details and responses for as long as the data is valid and accurate, and any report containing aggregated results is still in circulation (as evidence should that be required). Social Media Links from our Website Our web site contains links or references to other web sites that we do not control and to which our privacy notice does not apply. Please be sure that you read the privacy policy of every website you visit to ensure you are happy with all the way that your personal data is being processed. Facebook & Instagram (Meta) Our websites use social plugins ("plugins") provided by the social networks facebook.com and Instagram.com, operated by Meta Platforms Ireland Ltd. 4 Grand Canal Square, Grand Canal Harbour Dublin 2 Ireland. The plugins are identifiable by either: • a Facebook logo (white letter f on blue background or a thumb up icon) or the notice "Facebook Social Plugin". For a full list of all social Plugins please see http://developers.facebook.com/docs/plugins; or • a Instagram logo (depicting a camera, but in the most minimal way and in multicolour, with just a square, a circle, and a dot on a white background). For a full list of all social Plugins please see Social Plugins - Instagram: EKM When you visit a page of our website that contains a social plugin, your browser establishes a direct connection to Facebook or Instagrams servers. Facebook and Instagram directly transfer the plugin content to your browser which embeds the latter into the website, enabling Facebook and Instagram to receive information about your having accessed the respective page of our website. Thus, we have no influence on the data gathered by the plugin and inform you according to our state of knowledge: The embedded plugins provide Facebook and Instagram with the information that you have accessed the corresponding page of our website. If you are logged into Facebook or Instagram, your visit can be assigned to your Facebook or Instagram account. If you interact with the plugins, for

example by clicking "Like", or entering a comment, the corresponding information is transmitted from your browser directly to Facebook or

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Instagram and stored by it. Even if you are not logged into Facebook or Instagram, there is possibility that the pluginstransmits your IP-address to Facebook or Instagram.

For the information on the purpose and scope of data collection and processing by Facebook and Instagram, as well as your rights in this respect and settings options for protecting your privacy please visit either: Facebook's privacy policy: http://www.facebook.com/policy.php or Instagram's privacy policy https://privacycenter.instagram.com/policy.

If you are a Facebook or Instagram member and do not want Facebook or Instagram to connect the data concerning your visit to our website with your member data already stored by Facebook or Instagram, please log off Facebook or Instagram before entering our website. Further you can block Facebook and Instagram social Plugins by using add-ons for your browser, like the "Facebook Blocker" and "Instagram Blocker", e.g. for or for Firefox either https://addons.mozilla.org/en-GB/firefox/addon/fb ad block/ or https://addons.mozilla.org/en-GB/firefox/addon/instagram-webview-blockstopper/

Facebook Advertising

To make potential users aware of our Internet presence, we use the Facebook advertising network, which includes conversion tracking, an analysis service from Facebook (Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA). Facebook will set a cookie on your computer ("conversion cookie") if you have been directed to our website via a Facebook ad. The cookie loses its validity at the end of 30 days. If you visit within this period certain pages of us, Facebook and we can recognize that the ad was clicked. Information obtained using the conversion cookie is used to create conversion statistics. We receive information about the total number of users who clicked on a particular ad and were redirected to a website associated with the conversion tracking network. Personal identification is not possible for us. If you do not wish to participate in the tracking procedure, you can also reject the required setting of a cookie, for example via a browser setting, which generally deactivates the automatic setting of cookies.

X (formerly known as Twitter)

Functions of X service are integrated in our site. These functions are being offered by X, Inc. (795 Folsom St., Suite 600, San Francisco, CA 94107, USA). The use of X and the "Repost" (formerly "Retweet") function links the websites you visit with your X account and makes this information available to other users. Data is transferred to X in the process.

We want to make you aware that we as a provider of the pages have no knowledge of the content of the transferred data or of its use by X. You can find more information about the data privacy declaration of X at twitter.com/privacy.

Please note, on our customer systems, X is referred to by its former Twitter icon featuring a bird silhouette.

LinkedIn

Our website uses plugins from LinkedIn (LinkedIn, LinkedIn Ireland Unlimited Company, Wilton Plaza

Wilton Place, Dublin 2, Ireland). When you visit one of our LinkedIn plug-in-enabled sites, you will be connected to the servers of LinkedIn. The LinkedIn server will be informed which of our pages you visited. If you're logged in to your LinkedIn account, LinkedIn allows you to associate your

browsing behaviour directly with your personal profile. You can prevent this by logging out of your LinkedIn account. For more information on how to handle user data, please refer to the LinkedIn Privacy Policy at https://www.linkedin.com/legal/privacy-policy Personal data collected by cookies is deleted after 30 days.

9. Cookies, analysis tools, tracking and targeting

Cookies are small text files that are stored in the browser of your computer, tablet or phone when you first visit our websites. We use functional, analytical and tracking cookies. These ensure that the website works properly and that, for example, your preferred settings are remembered. These cookies also ensure the website works effectively. In addition, cookies are stored and processed by us that track your web surfing behaviour so that we can offer customised content, measure the effectiveness of and tailor internet advertising, to ensure the security of our web pages, to compile statistics and to measure the activities on the website with the aim of improving our offer and making it appropriate for your needs. This involves collection of information that can be classified as personal data, about you, your devices and your use of our services.

We use our own cookies, in particular functional cookies, to make our website more user-friendly, to facilitate navigation and the use of forms, to simplify logging in and registration, to provide certain functions, to store the consent or rejection of cookies and to ensure the security of our website and our systems. We call these 'necessary cookies' as they need to be accepted to be able to fully use our website functionality.

We also use third-party cookies, particularly in connection with the use of analytics tools, tracking and targeting technologies:

Google Analytics

Our website uses Google Analytics, a web analytics service provided by Google Inc. ("Google"). Google Analytics uses cookies to help us analyse how you use the website. The information generated by the cookie regarding your use of this website (including your IP-address) will be transmitted and stored on a Google server in the United States of America. Google will use such information to evaluate your use of the website, to compile reports on the web site activities for website operators as well as to provide other services in connection with website internet usage. Google may also transfer such information to third parties, provided this is required by law, or where third parties process such data on behalf of Google. Google will not associate your IP-address with any other Google data. You may refuse the generation of cookies by selecting the appropriate settings on your browser; however, please note that in refusing cookies you may not be able to make full use of all website functions. Please use the Google deactivation add-on "http://tools.google.com/dlpage/gaoptout?hl=en" if you do not want your personal data to be transmitted to the web analytics service of Google Inc. You can object to the creation of user profiles via pseudonyms at any time. In addition, you can withdraw your consent to advertising at any time. In view of the discussion on the use of analysis tools with full IP-addresses, please note that this website uses Google Analytics with the extension/add-on "_anonymizelp()" and that thus IP-addresses are processed only in an abbreviated form to rule out any direct relation to persons.

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	When using third party cookies, it is possible that the collected data may be transferred by the respective cookie provider to a country outside the UK that does not offer an adequate level of data protection and in these circumstances, we will take all reasonable steps to ensure adequate safeguards are in place that meet the standards of UK data protection law.
10.	Cookie Consent Manager You can use the Cookie Consent Manager Tool integrated into our website to manage your individual settings for the use of cookies. There you will also find detailed information on the individual cookies.
	We use the Consent Manager Tool from Consentmanager AB (Håltegelvägen 1b, 72348 Västerås, Sweden) on our website. The tool enables you to give consent to data processing via the website by the setting of cookies, as well as to make use of your right to withdraw consent already given. The processing of data and the use of cookies is necessary for the documentation and administration of your settings. The following data is collected and transmitted to the provider of the tool: Date and time of the page call, information on the browser you use and the device you use, anonymised IP address, opt-in and opt-out data relating to the respective cookies. This data is not passed on to other third parties. For more information on the privacy terms of the cookie consent manager tool used, please visit: https://www.consentmanager.net/privacy.php .
11.	Transfer of personal data within the Vaillant Group and to third parties Personal data processed by us as the controller and, for the purpose of providing our website and services, is sometimes but not always passed on to other entities within the Vaillant Group and certain third parties who process the personal data on our behalf and strictly in accordance with our instructions.
	We may also pass on your personal data to installers, service engineers or other third parties if this is necessary for the provision of our service e.g. service and repair etc.
	Our lawful basis for this processing of your personal data would be to comply with a contract we have with you or another person, or our legitimate interests in providing our services as efficiently and professionally as possible.
	In certain situations, and on your request we may provide your Vaillant product performance and settings data to third-parties you have chosen to provide you with additional or connected services relevant to your Vaillant product (the third parties are whoever you wish to provide you with the additional or connected services but are most likely to include your energy provider (e.g. Ovo, British Gas etc. or any new entrants to the energy market) and/or your independent Vaillant product installer. Our lawful basis for sharing your data with your chosen third-party(s) is your consent. You can withdraw your consent to this data sharing at any time by contacting our Data Protection Officer by email on dataprotectionUK@vaillant-group.com or writing to us at our UK head office address (see contact details section below).
	We may also disclose your personal data to other third parties such as:

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	Professional advisers acting as processors or controllers or on behalf of processors or controllers including lawyers, bankers, auditors and insurers based in the UK/EU who provide consultancy, banking, legal, insurance and accounting services strictly where there is a need to share personal data, our lawful basis here is usually our legitimate interests in that all of these disclosures are necessary for operating a compliant business in the UK;
	• Service providers acting as processors based in the UK/EU who provide IT and system administration services including, but not limited to River Marketing Limited (RIPPL) and Epsilon, Staci UK, our lawful basis for this is our legitimate interests in that it is legitimate for us to operate our business as we see fit provided this is within the law:
	 Ratings Website providers, we may pass your name and email address to our third party Ratings Website providers (e.g. Trustpilot or Feefo) in order for them to request a review or feedback on our products or services. Our lawful basis for seeking your feedback and reviews is our legitimate interests, in that it is legitmiate and important for a buisness to be able to hear its customers views, not
	everybody complains, and it is sometimes difficult for organisations to appreciate the customer journey or experience without reviews and feedback, in addition by using a third party means we are unable to influence what is said about our business in the public domain and this results in more honest reviews which again help us to improve; and
	• Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If such a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice until you are notified of any changes. Our lawful basis for this is our legitimate interests in that it is legitimate to manage, merge or dispose of our business or parts of it as we see fit provided this is within the law.
	We may also be required to transfer your personal data to domestic or foreign courts, law enforcement authorities or other governmental institutions where this is required and permitted by law an example might be the police or emergency services, insurance investigations and court orders. Our lawful basis for this is compliance with a legal obligation or the vital interests of our customers or others.
12.	Personal Data transfers outside the UK
	In some circumstances (as set out in this policy), data processing of your personal data is carried out on our behalf by our Head Office Vaillant GmbH in Germany or a third-party organisation based outside the UK. This is particularly so in connection with the use of analysis tools, tracking and targeting cookies and other technologies. In such cases, unless there is an adequacy decision by the UK in relation to the recipient country (e.g., as with all EU member states), we will have agreed adequate safeguards for the protection of personal data by that organisation, in particular by agreeing the applicable EU and/or UK equivalent standard contractual clauses to ensure the same standards of protection as UK data protection law requires.
	Depending on the purpose of the transfer our lawful basis could be any of the bases set out in paragraph 3 above, more details can be found in the functionality sections above.
13.	Data security We apply technical and organisational security measures to protect the personal data we process against destruction, loss, alteration or unauthorised disclosure of, or access.

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	All personal data provided by you when using personalised services will be transmitted to us in encrypted form. Your data is password protected in the systems in which it is stored. The persons who have access to it are prohibited by strict security regulations from disclosing your data to third parties unless we have set out where a third party is used as part of the provision of any of our services in this policy. We also ensure that any data processor we use also implements appropriate technical and organisational measures to comply with data protection law.
14.	Your Data Protection Rights. You have a number of rights under data protection law in respect of your personal data, these are called Data Subject Rights. The ICO website https://ico.org.uk/for-the-public/ explains your data subject rights and in what situations you can exercise them (please note that the ICO's separate website Privacy Notice will apply to your use of their website):
	Data Subject Rights: 1. Access to your personal data 2. Correct any errors in your personal data 3. Deletion of your personal data in certain circumstances 4. Restrict how we use your personal data in certain circumstances 5. Object to how we process your personal data in certain circumstances 6. Portability of your personal data 7. To make a complaint about the use of your personal data
	Where the lawfulness of our processing of personal data relies on your consent, you also have the right to withdraw your consent at any time.
	You can contact our data protection officer by emailing DataProtectionUK@Vaillant-Group.com to assert any of your data protection rights above.
	You will not be charged for exercising your rights and, once we receive your request, we have one-month to respond to you, unless we let you know otherwise.
	Complaints If You are unhappy with our website or the services available on it, or anything that Glow Worm have done for you other than on the website, you can make a complaint by going to our 'Contact Us' page and filling in the complaint form on our website.
	If You are unhappy with the way we are using your personal data, please contact our data protection officer and we will seek to resolve any issues. You also have the right to lodge a complaint with the competent supervisory authority if you are of the opinion that the processing of personal

data concerning you is not lawful. For this purpose, you may contact the competent supervisory authority in the country where you reside or of

the place of the alleged infringement.

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	The competent supervisory authority in the UK is the Information Commissioners Office. You can find their current contact details at
	https://ico.org.uk/global/contact-us/
15.	Contact details of the data protection officer
	If you have any questions or suggestions on our use of your personal data, please feel free to send them by email or letter to our data protection
	officer, who can be reached at the following contact details:
	By email: <u>DataprotectionUK@vaillant-group.com</u>
	By post: The Data Protection Officer, Vaillant Group UK Limited, Nottingham Road, Belper, Derbyshire, DE56 1JT
16.	Subject to change
	We reserve the right to change this privacy and cookie notice at any time, for any significant changes that affect you, we will notify you in advance
	of commencing any new processing and our lawful basis to do this is necessity due to a legal obligation to inform customers when making
	significant changes to processing of their personal data. Please also note the respective terms of use and the general terms and conditions when
	using our Website.
	Status:
	Published V2 July 2025 to present
	Previous Privacy Versions: https://www.vaillant.co.uk/service/myvaillant-web/myvaillant-web-privacy-notices
	Launch to July 2025

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