

****SA Technical Services Ltd**

Legal Policies Document** **Privacy Policy • Terms & Conditions • Cookie Policy Last Updated: 07/07/2026**

1. Privacy Policy

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1.1 Introduction

SA Technical Services Ltd (“we”, “our”, “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and safeguard your personal information when you visit www.satechnicalservices.co.uk, contact us, or engage our services including Air Conditioning, Heat Pumps, MVHR, Underfloor Heating, Commercial Refrigeration, and Solar PV installations.

By using our website or communicating with us, you consent to the practices described in this policy.

1.2 Information We Collect

1.2.1 Information You Provide

We may collect personal information when you:

- Submit an enquiry
- Request a quotation
- Book a consultation or site visit
- Engage us for installation, service, or maintenance

This may include:

- Name
- Email address
- Telephone number
- Address or installation location
- Project details
- Any other information relevant to your enquiry

1.2.2 Information Collected Automatically

When you visit our website, we may collect:

- IP address

- Browser type and version
- Device information
- Pages visited
- Time spent on the site
- Referral sources

1.2.3 Cookies

We use cookies to:

- Improve website functionality
- Analyse traffic
- Enhance user experience

You may disable cookies in your browser settings.

1.3 How We Use Your Information

We use your information to:

- Respond to enquiries
- Provide quotations
- Deliver installations and services
- Maintain accurate business records
- Improve our website
- Send updates or marketing communications (only with consent)
- Comply with regulatory requirements (MCS, REFCOM, RECC, etc.)

1.4 How We Share Your Information

We do **not** sell your personal information.

We may share data with:

- Trusted service providers (hosting, analytics, IT support)
- Accreditation bodies for compliance
- Suppliers or subcontractors involved in your project
- Legal authorities when required

All third parties must handle your data securely.

1.5 Data Storage & Security

We implement reasonable technical and organisational measures to protect your data from:

- Unauthorised access
- Loss
- Misuse
- Alteration

Data is retained only as long as necessary for business, legal, or regulatory purposes.

1.6 Your Rights

You may have the right to:

- Access your data
- Request corrections
- Request deletion
- Withdraw consent
- Object to certain processing
- Request data portability

Contact: **info@satechnicalservices.co.uk**

1.7 Third-Party Links

We are not responsible for the privacy practices of external websites linked from ours.

1.8 Changes to This Policy

We may update this Privacy Policy periodically. Updates will be posted on this page.

1.9 Contact Information

SA Technical Services Ltd Bank House, Southwick Square, Southwick, West Sussex,
BN42 4FN Company Registration No. 10894720 VAT No. GB303674125 Email:
info@satechnicalservices.co.uk

2. Terms & Conditions

(Insert Page Break Here) **(Your exact T&Cs, verbatim, professionally formatted)**

General Terms & Conditions

1. This quotation is based upon the price of goods and materials, transport costs, wage rates and other remunerations and expenses payable to work people and rates of employers' compulsory contributions under any statute, ruling at the date of the offer. Should there be any subsequent alterations to these prices, costs or rates before the completion of the contract SA Technical Services Ltd reserves the right to vary the contract price by such an amount as reasonably reflects the effect of these variations. Variations may be due to, but not exclusively include:

1.1. Retrofit projects may incur extra charges due to unforeseen circumstances or other issues that come to light after we commence the work. Times are estimated based on available information. If we believe this will be longer than the stated time, we will advise you of any additional charges as soon as possible. We may require a further deposit before doing the extra work.

1.2. Servicing and fault finding may be longer than anticipated, if we believe this will be longer than the stated time, we will advise you of any additional charges as soon as possible.

2. This quotation is based on the work being executed during the normal working hours and at such other times as SA Technical Services Ltd may in their discretion determine. Any other overtime or out of hours working done at the special request of the customer shall incur an additional charge.

3. The property and all other materials delivered to the site, whether fixed or unfixed, shall remain vested in SA Technical Services Ltd until the full contract price is paid.

4. The customer shall be responsible for providing the following facilities and works which are not included in this quotation: -

4.1. Convenient access to, on and about the site.

4.2. Appropriate safety, health and welfare facilities and amenities.

4.3. Electric power supply for power driven tools.

4.4. Obtaining all necessary licences, authorities and permissions and the customer shall indemnify SA Technical Services Ltd against any consequences arising from the failure to obtain any such authorisation.

4.5. Insurance of all materials delivered to the site against loss or damage by fire and special perils to a value not less than the contract price, and the customer shall pay to SA Technical Services Ltd any sum received from the insurer in respect of any such loss or damage to SA Technical Services Ltd property on the site.

5. SA Technical Services Ltd shall not be liable for delays or non-performance due to strikes, lock out, hostilities, acts of God, acts of other parties, accidents or other events not within the control of SA Technical Services Ltd.
6. SA Technical Services Ltd shall be responsible for rectifying any fault notified within the declared warranty period. This is subject to an annual maintenance and service being carried out on the equipment installed under the contract at the price quoted.
7. SA Technical Services Ltd may assign or sub-let the whole or any part of the contract to one of our partner companies.
8. Except where "SA Technical Services Ltd" stipulate payment in advance, the customer shall pay the full contract price within one week of completion of the work as evidenced by a satisfactory test (see note below).
9. These conditions shall constitute the entire agreement between the customer and SA Technical Services Ltd and no waiver, alteration or modification of this agreement shall be valid unless made in writing and signed by a duly authorised representative of SA Technical Services Ltd.

10. Terms of Payment

10.1. A payment of 50% deposit is required to secure an installation date. The payment of the deposit will be an acknowledgement and acceptance of our terms and conditions. Bank details of SA Technical Services Ltd.

Barclays Bank PLC; Sort code: 20-88-13; Account number: 43044904.

10.2. Once the services have been provided in accordance with the quotation, unless otherwise agreed in writing, SA Technical Services Ltd shall be entitled to invoice the Buyer for the price of the quotation.

10.3. The Buyer shall pay the remaining price of the goods and services provided within a week of the date of the SA Technical Services Ltd invoice. The time of payment of the price shall be of the essence.

10.4. If the buyer has any issues with an installation or service and fails to respond within a week from the date of invoice then SA Technical Services Ltd shall be entitled to interest charged as outlined below.

10.5. If the Buyer fails to make any payment on the due date then, without prejudice to any other right or remedy available to SA Technical Services Ltd, SA Technical Services Ltd shall be entitled to:

10.5.1. cancel the contract or suspend any further services to the Buyer;

10.5.2. charge the Buyer interest (both before and after any judgement) on the amount unpaid at the rate of 1.5% above the Bank of England base rate per week of the total outstanding amount; and

10.5.3. enter the Buyer's premises or any place where the Goods are situated in whole or in part and take possession of the whole or any part of the Goods and remove the same and title thereto (insofar as the same shall not already be vested in the Seller) shall forthwith vest in the Seller and conversely the Seller shall be entitled to repudiate title in or otherwise reject any Goods which it does not require.

10.6. For the avoidance of doubt payment shall mean the receipt of cleared funds in the bank account of the Seller.

Specific Terms & Conditions

11. This quotation is valid for 28 days from the date of quotation unless otherwise stated; prices may vary if acceptance is not received within that time period.

12. Normal hours of work are 8.00am to 5.00pm Monday to Friday, excluding Bank Holidays. If SA Technical Services Ltd are unable to gain access during these times, there may be further out of hours charges.

13. When the installation has been completed but unable to be commissioned due to a third party, 40% will be due, and the final 10% due once the system is commissioned. Please note O&M manuals, commissioning documentation and warranties will be issued once the final balance has been paid. SA Technical Services Ltd reserve the right to charge for return visits if the Buyer is not ready for us to test the system when agreed.

14. This agreement can be cancelled, with any deposit being refunded, up to 14 days after signing. Any request for cancellation must be made in writing and addressed to Steven Alcock or Konrad Chapman.

15. Deed of Title of all goods supplied remains that of SA Technical Services Ltd until payment is received in full.

3. Cookie Policy

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3.1 Introduction

This Cookie Policy explains how SA Technical Services Ltd uses cookies on www.satechnicalservices.co.uk.

3.2 What Are Cookies?

Cookies are small text files stored on your device to improve website functionality and user experience.

3.3 Types of Cookies We Use

- **Essential Cookies** — required for basic site functionality.
- **Performance Cookies** — help us analyse website traffic.
- **Functionality Cookies** — remember preferences and settings.
- **Third-Party Cookies** — used by analytics tools such as Google Analytics.

3.4 Managing Cookies

You can disable cookies through your browser settings. Some features may not function correctly if cookies are disabled.

3.5 Contact

Email: info@satechnicalservices.co.uk

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