

Privacy Policy

This privacy policy explains how Whirlpool UK Appliances Limited ("Whirlpool", "we", "us" and "our"), will collect, use, disclose and transfer your personal information when you register on our website Hotpointservice.co.uk.

Note that if you have registered to use another Whirlpool service or website (such as to register a connected appliance or use our other services) then this privacy policy will not apply and you should refer to the privacy policy of the relevant website or service which will provide information about how we handle your personal information in those circumstances.

Whirlpool UK Appliances Limited, is part of the global Whirlpool group of companies that sells products under the Indesit, Ariston, Hotpoint, Hotpoint-Ariston and Creda brand names (referred to in this policy as the "Whirlpool Group").

Information we collect from you

Information that you provide when you contact us, such as to register appliance or report a problem. This information includes (but is not limited to) your title (Miss, Mrs, Mr, etc.), first and last names, address and contact information such as your email and telephone number, bank account details.

Details of transactions you carry out as part of any associated campaign and of the fulfilment of that transaction, such as modification, replacement of your appliance as well as any related promotions.

Information we may automatically collect about you. We may automatically collect information about your computer when you access our websites, including your IP address, operating system and browser type.

How we use your information

To conduct our outreach and service campaign to modify, replace your product;

To offer you alternative solutions provided as part of any associated programme;

To communicate with you about your account or your appliance, to respond with your enquiries or complaints and to send you communications;

To contact you to complete surveys that we use for market research purposes, although you do not have to respond to them;

To provide you with the products or services that you request from us;

To carry out our obligations arising from contracts entered into between you and us, if any;

To notify you about changes to our services;

Sharing it with other Whirlpool Group entities for the same purposes above.

Storage and sharing of your information

with external third parties acting or performing functions on our behalf, such as call centre operators, shippers, service providers or field call engineers. A list of such external providers is available on request.

with public authorities, including but not limited to safety authorities, which may be relevant in relation to any associated service programmes and related activities.

when we believe such disclosure is necessary to identify, investigate or pursue action with regard to any injury or interference with the rights and property of the Whirlpool Group;

to respond to judicial process and in cooperation with law enforcement agencies, or as otherwise required by law;

to assist us in the prevention or investigation of fraud, any violation, or other legal compliance breaches;

in the event that Whirlpool sells or transfer a part of its business, but only as necessary in connection with the sale. Should such a sale or transfer occur, we will use reasonable efforts to try to ensure that the entity to which we transfer your personal information uses it in a manner that is consistent with this privacy policy.

Transfers abroad

Please note that some of the Whirlpool Group companies and third parties that we store or share your data with for the purposes described in this privacy policy may be based in territories that are outside your country of residence and may not be subject to the laws of your country of residence. Where this is the case, we will take measures to ensure that your personal information is protected in accordance with this Privacy Policy.

How we protect your information

We want you to feel confident about using the modification programme services and we are committed to protecting the personal information that we collect. Accordingly, Whirlpool and the Whirlpool Group takes all reasonable administrative, technical and physical steps with a view to maintaining the security of the information you provide us, and to maintaining appropriate security measures to protect your information, in compliance with applicable laws and standards. Please remember, however, that no electronic communication over the Internet can be guaranteed to be 100% secure.

Your rights

You have the right to access your data at any time as well as to request, at any time:

(a) confirmation as to whether or not data concerning you exists, is being processed

and/or transferred, and information as to the data being processed; (b) details of any entity to which your data may be communicated and who may get access to your data; (c) that your data be updated or corrected, or erased, anonymized, or blocked if it has been processed unlawfully; (d) certification that the operations indicated in point (c) above were notified to any person or entity to which your data has been communicated.

You also have the right to object to the processing of your data for promotions relating to the modification campaign. You can exercise this right at any time by contacting us at uk_ie_customercare@whirlpool.com.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to this privacy policy.