

Privacy Notice

Your privacy is important to us. This notice applies to personal information we collect from you when you use our services or our website. Here you'll find information on how we treat data that we collect from you.

Information we may collect from you

We may collect and process the following information about you:

- Information that you provide to us, for example when you fill out a contact form on our website, or when you provide us with details about your electricity consumption and bills.
- Information that we obtain or learn, such as information about the browser or device you use to access our web site and location data.

Unless we say otherwise below, we'll use your personal information on the basis that it's within our legitimate interests in providing solar photovoltaic installation and operating and maintaining our web site and providing you with site functionality and related services.

How we use your information

We use your information to help provide a concrete solution that best suits your requirements. This will involve processing your address

Your personal data may be provided to our service partner(s) who will quote on their product or service. They will only use your data in respect of the quote you have asked for. The data comprises of your name, telephone number (if provided), email address and postcode.

Your personal details will only be used to send you notifications you have requested and for no other purpose

Your personal data is not shared with any third-parties.

We use your information to ensure:

The site content is presented in the most effective manner for the device you're accessing it from
undertake data analytics to learn more about how you and others interact with this site and with our advertising

detect and prevent misuse or abuse of this site or our services.

Privacy Policy

We process your data under the 'contract' basis of GDPR.

We use information held about you in the following ways:

- To provide quotes and listings to our website users.
- To carry out our obligations arising from any contracts entered between you and us.

Who else we'll share your information with

We use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

We do not sell or provide your data to external companies.

How long we'll keep your information

We may collect information about your computer (or mobile device), including where available your IP address, operating system and browser type, for system administration or for our own commercial purposes. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

We keep information in line with our data retention policy. For example, we'll keep quote information for a maximum of 12 months to provide our clients with billing and analytical information. We may also keep the information for our legitimate purposes, such as responding to enquiries from you or billing enquiries from our service providers.

Where we store your data

Your data will be stored on our secure servers inside the European Economic Area ("EEA").

There may be times when the data we collect from you may be transferred to and stored in locations outside the European Economic Area (EEA). When we do this, we'll ensure it has an appropriate level of protection and that the transfer is lawful.

Your Rights

You have several rights under the law which include;

- Right to be informed – When we collect your data we have to tell you what we are going to do
- Right of access – You have the right to contact us in writing to request details of the information we hold about you.
- Right of rectification – You have the right to ask us to rectify information that we hold about you if it is inaccurate or incomplete. You can do this verbally or in writing to us. We may need to verify your identity to make the requested changes.
- Right to erasure – This is also known as the right to be forgotten and gives you the right to request your information be removed if there is no compelling reason for its continued processing. You can do this verbally or in writing to us. We may need to verify your identity to make the requested changes.
- Right to restrict processing – this is the alternative to erasure and gives you the right to tell us to stop processing your data but allowing us to keep enough information about you to ensure that your wishes are respected in the future.
- Right to data portability – this gives you the right to ask a holder of your information to transfer that information to another business.
- Right to object – You have the right to object to your personal data being used. If you wish for us to stop using your personal data, we will do so without undue delay. You have the right to object to the processing of your data for marketing
- Rights related to automated decision making including profiling – We do not carry out automated decision making. We may however use some of your personal data on an anonymised basis and for

internal statistical reasons only This information is used by the company to help target relevant audiences who will more likely use our service. You can object to your data being used in this way. In such an event, we will not use your information as part of our profiling.

- Right to withdraw consent at any time where relevant – you have the right to withdraw your consent to the processing of your information at any time and we must provide you with the information to need to do so, at the time we collect your data and each time we contact you. You can withdraw consent by telephone.
- Right to lodge a complaint with a supervisory authority – If we cannot deal with your complaint to your satisfaction you also have the right to complain to a relevant supervisory authority: The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, United Kingdom

How we keep your information secure

We use a range of measures to keep your information safe and secure which may include encryption and other forms of security. We require our staff and any third parties who carry out any work on our behalf to comply with appropriate compliance standards including obligations to protect any information and applying appropriate measures for the use and transfer of information.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page.