



PRIVACY POLICY

Updated: January 2022

This privacy policy describes how Eco Friendly Energy protects and uses any information given to the company. If you are asked to provide any information when using this website, it will only be used in the ways described within this policy.

Your Data Protection Rights

Under data protection law, you have rights including:

- **Your right of access** – You have the right to ask us for copies of the personal information we hold about you.
- **Your right to rectification** – You have the right to ask us to correct personal information you think is inaccurate, and to complete information you think is incomplete.
- **Your right to erasure** – You have the right to ask us to erase personal information we hold about you.
- **Your right to restriction of processing** – You have the right to ask us to restrict the processing of your personal information.
- **Your right to object to processing** – You have the right to object to the processing of your personal information.
- **Your right to data portability** – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- It's important to be aware that we may not always have to grant the above requests. For example, if it relates to information that we're required by law to hold or process.

Introduction

This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

We collect information to better understand how visitors use this website and to present timely, relevant information to them.

What data do we collect?

The data we collect may include:

- Name
- Gender
- Date of birth
- Address

- Orders
- Receipts
- Email
- Contact number

How and why do we use your personal data?

- We want to give you the best possible customer experience. One way to achieve that is to get the richest picture we can of who you are by combining the data we have about you.
- To process any orders that you make by using our websites, apps or during appointments. If we don't collect your personal data during appointments, we won't be able to process your order and comply with our legal obligations.
- To respond to your queries, refund requests and complaints. Handling the information you sent enables us to respond. We may also keep a record of these to inform any future communication with us and to demonstrate how we communicated with you throughout. We do this on the basis of our contractual obligations to you, our legal obligations and our legitimate interests in providing you with the best service and understanding how we can improve our service based on your experience.
- To protect our business and your account from fraud and other illegal activities. This includes using your personal data to maintain, update and safeguard your account. We'll also monitor your browsing activity with us to quickly identify and resolve any problems and protect the integrity of our websites. We'll do all of this as part of our legitimate interest.

How long do we keep your personal data?

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.

At the end of that retention period, your data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning.

Who do we share your personal data with?

We will never lease, distribute or sell your personal information to third parties unless we have your permission or the law requires us to. Any personal information we hold about you is stored and processed under our data protection policy, in line with the Data Protection Act 1998 and the GDPR requirements.

How do we protect your personal data?

We know how much data security matters to all our customers. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it.

Access to your personal data is password-protected, and sensitive data such as (payment card information) is secured and encrypted to ensure it is protected.

We regularly monitor our system for possible vulnerabilities and attacks, and we carry out penetration testing to identify ways to further strengthen security.

What are your rights over your personal data?

You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete.
- Restriction of the use of your personal data, in specific circumstances, generally while we are deciding on an objection you have made.
- That we stop processing your personal data, in specific circumstances; for example, when you have withdrawn consent, or object for reasons related to your individual circumstances.
- That we stop using your personal data for direct marketing (either through specific channels, or all channels).
- That we stop any consent-based processing of your personal data after you withdraw that consent.
- Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

You can contact us to request to exercise these rights at any time by email info@ecofriendlyenergy.net.

Cookies and how we use them

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website. Cookies allow websites and applications to store your preferences in order to present content, options and functions that are specific to you. They also enable us to see information like how many people use the website and what pages they tend to visit. How we use cookies We may use cookies to:

- Analyse our web traffic using an analytics package. Aggregated usage data helps us improve the website structure, design, content and functions.
- To recognise when you return to our website.

We may show your relevant content or provide functionality you used previously. Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

Controlling cookies - you can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies from us.

However, please note that doing this may affect how our website functions. Some pages and services may become unavailable to you. Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit it.

Our Contact Details

If you have any questions regarding this policy, please email info@ecofriendlyenergy.net or write to Eco Friendly Energy, Hen Trechnwc, Glandwr, Whitland, Pembrokeshire, SA34 0YD.