

PRIVACY POLICY V2.0

Prestige Energy Limited – PRIVACY POLICY v2.0

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1. INTRODUCTION

This privacy policy sets out how Prestige Energy Limited uses and protects any information that you provide.

Prestige Energy Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified then you can be assured that it will only be used in accordance with this privacy statement.

We may review this Privacy Statement from time to time and any changes will be notified to you by posting an updated version on our website and/or by contacting you by email. If changes are made, they will take effect 7 days after the date which the modified terms are posted via email or on the website, whichever is sooner.

It is recommended that you regularly check for changes and review this privacy policy whenever you visit our website.

If you have any questions about how we collect, store and use your personal information, or if you have any other privacy-related questions, please contact our Data Protection Officer, Ethan Ball at dataprotection@prestige-energy.co.uk

2. WHO WE ARE

In this privacy statement the terms (“we”, “us”, “our”) refers to (“Prestige Energy Limited”) and for the purposes of General Data Protection Regulation (“Prestige Energy Limited”) is the data controller (“Data Controller”) of the data we hold on you. The registered office of Prestige Energy Limited is 1st Floor, 49 High Street, Hucknall, Nottingham, NG15 7AW.

A “Data Controller” determines the purpose and means of processing your data

3. HOW WE COLLECT YOUR PERSONAL INFORMATION

We may collect the following information about you:

Personal information you give to us: this is information about you that you give to us:

- When visiting one of our offices
- Via social media platforms
- By entering information on our website
- When corresponding with us by phone, email or otherwise
- By entering competitions run by us
- By taking surveys undertaken by us and on our behalf

Personal information we collect about you: we may collect the following information:

- Details of your visits to our websites, including, but not limited to, traffic data, location data, weblogs and other communication data, and the resources you access;
- Technical information including anonymous data collected by the hosting server for statistical purposes, the Internet Protocol (IP) address used to connect your computer or device to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- Any personal information which you allow to be shared as part of your public profile or third party social network;
- Information resulting from enquiries, quotations or sales whether by phone, email or in person in a branch.
- Information you provided to us in response to a survey or competition;

Personal information we may receive from other sources: We obtain certain personal information about you from sources outside our business which may include other third-party companies. We will tell you when we obtain information about you from third party companies.

4. WHAT TYPES OF PERSONAL INFORMATION WE COLLECT AND PROCESS ABOUT YOU

The type of data we hold about you is as follows:

- Name;
- Address;
- Email address(es);
- Telephone number(s)
- Company for whom you work;
- Date of birth;
- Your signature;
- Correspondence or other communications with you about our products, services or business;
- Sales information relating to the sale of products or services to you.

Some of the personal information we collect about you, or which you provide to us about you, may be "special categories of personal data". Special categories of personal data include information about physical and mental health, sexual orientation, racial or ethnic origin, political opinions, philosophical belief, trade union membership and biometric data for identification purposes.

5. WHY AND HOW WE USE YOUR PERSONAL INFORMATION

We use the information we hold on you for the following purposes:

- **For managing and performing our contracts with you:** including answering enquiries, providing quotations, dealing with queries, organising work, delivering materials for our work to you or your customers address and dealing with any issues arising including warranty claims.
- **For marketing:** monitoring your transactions with us to enable us to provide you with the most relevant offers and information to you and marketing to you unless you've told us not to.
- **To provide you with the products and services you have requested:** We use your personal data to accept you as a new or returning customer to provide you with the products and services you have requested.
- **To maintain our records and improve data accuracy:** We process personal data in the course of maintaining and administering our internal records. This includes processing your personal data to ensure that the information we hold about you is kept up to date and accurate.
- **To investigate, detect and prevent fraud and comply with our legal obligations:** In certain circumstances, we use your personal data only to the extent required in order to enable us to comply with our legal obligations, including for fraud detection, investigation and prevention purposes. This may require us to provide your personal data to law enforcement agencies if they request it.

The legal basis for our uses of your personal information are as follows:

Legitimate interests

Our legitimate interests are:

- To provide services to our customers, make and receive payment, provide customer services and to know the customers that we are providing goods and services to
- To run, grow and develop our business;
- Marketing, market research and business development.

Types of processing this may include are:

- Making payments;
- Managing warranty claims;
- Marketing to you;
- Prevention of fraud and other criminal activities;
- To verify the accuracy of data that we hold about you and create a better understanding of you as a customer;
- To correspond or communicate with you;

- To comply with a request from you in connection with the exercise of your rights (for example where you have asked us not to contact you for marketing purposes, we will keep a record of this on our suppression lists in order to be able to comply with your request);
- Management of queries, complaints, or claims.

Compliance with Legal Obligations

Where we are under a duty to disclose or share your personal information in order to comply with a request from government or law enforcement officials.

Types of processing this may include are:

- To meet national security or law enforcement requirements or to prevent illegal activity;
- To identify you when you contact us;
- To verify the accuracy of data we hold about you.

Contract

Personal information you provide use may be processed when it is necessary to allow us to:

- Supply you with products or services;
- Enter into a contract with you;
- Explain and update where you are in discussions with us regarding a new product or service.

Types of processing this may include are:

- Processing changes to your personal works schedules, quotations and responding to queries from you;
- Managing warranty claims;
- When you enter a promotional feature or competition, to administer the competition or promotion and notify winners.

Consent

Where we rely on your consent as the legal basis for processing your personal information, you may withdraw your consent at any time by contacting us using the details at the end of this Privacy Statement. If you withdraw your consent, our use of your personal information before you withdraw is still lawful.

Types of processing this may include are:

- When you browse our website, we use cookies to identify visitor and traffic behaviour;
- Contacting you with marketing information regarding our offers, goods and services that we provide.

6. OTHERS WHO MAY RECEIVE OR HAVE ACCESS TO YOUR INFORMATION

We will also share your personal information to third parties in the following circumstances:

- Our suppliers, service providers and subcontractors, such as credit reference agencies, fraud prevention agencies, payment processors, suppliers of technical and support services, insurers, logistics providers, Ofgem, ECO Energy suppliers, funding providers, manufacturers and cloud service providers, debt collectors, our legal and other professional advisors, including auditors;
- Companies assisting us in our marketing, advertising and promotional activities;
- Third party payment processor in relation to credit/debit card payments;
- Fraud prevention agencies if false or inaccurate information is provided to us as part of your use of our services or otherwise, and fraud is identified or suspected;
- If we are under a duty to disclose or share it in order to comply with any legal obligation, to detect or report a crime, to enforce or apply the terms of our contracts or to protect the rights, property or safety of our visitors and customers.

If you ask us not to contact you in future, we will take this as an instruction not to do so and will amend our records accordingly.

Any third parties with whom we share your personal information are limited in their ability to use your personal information: they are not entitled to use your personal information for any purpose other than to provide services to us and/or to you. For example, we may share your details with a manufacturer for warranty purposes. We will always ensure that any third parties with whom we share your personal information are subject to privacy and security obligations consistent with our practices and with applicable laws.

7. HOW LONG WE WILL KEEP YOUR PERSONAL INFORMATION FOR

We retain your personal data for no longer than is necessary for the purposes(s) for which it was provided. What this means in practice will vary between different types of data. When determining the relevant retention periods, we take into account factors including:

- legal obligation(s) under applicable law to retain data for a certain period of time;
- statute of limitations under applicable law;
- potential or actual disputes; and
- guidelines issued by relevant data protection authorities.

Otherwise, we securely erase your personal data from our systems when it is no longer needed.

We do not retain personal information in an identifiable format for longer than is necessary.

8. YOUR RIGHTS

Rights to be informed

You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights. This is why we are providing you with the information in this Privacy Policy.

Right of access

You have the right to obtain access to your personal data (if we are processing it) and certain other information (similar to that provided in this Privacy Policy). This is so you are aware and can check that we are using your personal data in accordance with data protection law.

Right to rectification

You are entitled to have your personal data corrected if it is inaccurate or incomplete.

Right to erasure

This is also known as 'the right to be forgotten' and, in simple terms, enable you to request the deletion or removal of your personal data where there is no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions.

Right to restrict processing

You have the right to 'block' or suppress further use of your personal data in certain circumstances. When processing is restricted, we can still store your personal data, but may not use it further.

Right of data portability

You have the right to obtain and reuse your personal data in a structured, commonly used and machine-readable format in certain circumstances. In addition, where certain conditions apply, you have the right to have such information transferred directly to a third party.

Right to object to processing

You have the right to object to us processing your personal data for our legitimate business interests or for direct marketing purposes (including in each case any related profiling).

Right to withdraw consent to processing

If you have given your consent to us to process your personal data for a particular purpose (for example, direct marketing), you have the right to withdraw your consent at any time (although if you do so, it does not mean that any processing of your personal data up to that point is unlawful).

Right to make a complaint to the data protection authorities

You have the right to make a complaint to the Information Commissioner's Office (ICO) if you are unhappy with how we have handled your personal data or believe our processing of your personal data does not comply with data protection law.

9. CONTACT US

If you would like to exercise your data protection rights or if you are unhappy with how we have handled your personal data, please feel free to contact us by using the details set out below

- Contact dataprotection@prestige-energy.co.uk
- Call us on 0115 9680082
- Write to us at 1st Floor, 49 High Street, Hucknall, NG15 7AW

If you're not satisfied with our response to any enquiries or complaint or believe our processing of your personal data does not comply with data protection law, you can make a complaint to the Information Commissioner's Office (ICO) by:

- Writing to: Information Commissioner's Officer, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF;
- Calling: 0303 123 1113; or
- Submitting a message through the ICO's website at: ico.org.uk



Approved by Luke Ball – Managing Director (24th May 2018)