



## Privacy Policy

Ecocetera is committed to protecting and respecting your privacy.

This policy explains how we deal with any personal information you provide to us. We keep certain basic information when you sign up to our newsletter or request a quote. We recognise the importance of keeping the data you provide secure. By submitting your information, you consent to the use of that information as set out in this policy.

### How we will store and use your data

- We will only collect and retain relevant and essential data. If you contact us we may keep a record of that correspondence.
- We will ensure that appropriate technical measures are in place to protect personal data.
- We will destroy your information securely.
- We will comply fully with our obligations under the General Data Protection Regulation (GDPR) May 2018.

### Information Collected When Using the Website

- We collect certain personal information about you if you provide your details when using the website, for example if you register on the mailing list or contact us via a form.
- If you visit the website but do not provide your details as above, we do not collect any personal information about you through the website, although we may track your use of the website using cookies.
- Cookies are small anonymous text files that are placed on your computer by websites that you visit. We use Google Analytics cookies to track anonymous usage statistics and do not collect any personal information that can be used to identify you. This helps us analyse data about webpage usage and improve our website in order to tailor it to user needs.
- Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org). To opt out of being tracked by Google Analytics across all websites visit [www.tools.google.com/dlpage/gaoptout](http://www.tools.google.com/dlpage/gaoptout)

### Registering on a Mailing List

- We use Mailchimp (a third-party service) for our mailing list. Please review their [terms and conditions](#) and [Privacy Policy](#).
- When registering on a mailing list, we ask you to provide your name and email address.
- We use this information to tell you about upcoming events and to provide you with news and information about Ecocetera and the wider renewable industry.
- We may also use your personal information to inform you by email of other events run by Ecocetera which we are facilitating or supporting or otherwise involved. We do not pass on your personal information to third-party companies.
- You will be given an opportunity to unsubscribe in every marketing email we send. We only send newsletters a few times a year.

## Sharing of Your Information

We do not sell your information.

We do not share the information that is provided to us except:

- With third party service providers until we are booking your installation and are required to engage third party contractors (i.e. scaffolding providers), who provide services to us so that we can fulfil our obligations to you.
- If we have a legal obligation to disclose your information (for example, if a court orders us to)
- To opt out of marketing or other communications from another organisation, please get in touch with them directly. They should always provide instructions for opting out in any marketing or other communications you receive.
- If another company buys our company, or if we go insolvent, or if we merge with another company, the company that receives your information will protect the information in the same way we do. If we transfer our obligations under our terms of use to another company, this may mean that we need to transfer your personal data to that company. We will contact you to let you know if we plan to do this. If you are unhappy with the transfer you may contact us to end your contract with us within 30 days and if you do so, we will not transfer your data to that company.

## Other Websites and their Privacy Policies

This website may contain links to external websites managed and maintained by external companies. We are not responsible for the privacy practices, cookie policies or the content of such websites or of other third parties.

## How Long Do We Keep Your Personal Information?

We keep your personal information for as long as we need to for the purposes for which it was collected or (if longer) for any period for which we are required to keep personal information to comply with our legal and regulatory requirements or until you ask us to delete your personal data, in accordance with your rights below. We maintain a customer database with an overview of any work we may have provided along with contact details. The information collected is maintained for effective business purposes and will not be passed on to any third party. We will regularly assess the personal data that we hold to determine its relevance and and destroy your personal data if we no longer require it or no longer provide any services to you.

## Your Rights

You have a number of rights in relation to your personal data. These include the right to:

- find out how we process your personal data
- request that your personal data is corrected if you believe it is incorrect or inaccurate
- obtain restriction on our, or object to, processing of your personal data
- ask us not to process your personal data for our own marketing purposes
- withdraw your consent to our processing of your personal data
- obtain a copy of your personal information which we hold about you. We will take steps to verify your identity before responding to your request and will respond as soon as possible and in any event within a month.

## Changes to our Privacy Policy

Any changes we may make to our privacy policy in the future will be indicated at the top of this page. We would notify you by email where appropriate. However we advise that you check this page regularly to keep up to date with any necessary changes.

## Contact Us

If you would like to exercise any of your rights outlined in this policy or have any questions about the way in which Ecocetera handles your personal data, please contact Jeannie Meyer.

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Telephone: 0117 9590580

Email: [enquiries@ecocetera.com](mailto:enquiries@ecocetera.com)

Or via our [contact page](#)