

*Privacy Policy***Privacy Policy****Effective Date:** June 2025**Company Name:** Greenacres Energy Group Ltd**Company Address:** 79 Wingletye Lane, Hornchurch, RM11 3AT**Email:** admin@greenacresltd.co.uk**Telephone:** 01268 962488

1. Introduction

Greenacres Energy Group Ltd respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store and protect your information when you interact with us, visit our website, or use our services.

We process your personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

2. What Information We Collect

We may collect and process the following information:

2.1 Personal Information

- Full name
- Contact details (address, telephone number, email address)
- Installation address (if different from contact address)
- Details relating to your property (for renewable energy installations)
- Payment details (where applicable)
- Any correspondence you send us

2.2 Technical Information

- IP address
- Browser type and version
- Device type
- Website usage information (via cookies or analytics tools)

3. How We Collect Your Data

We collect personal information in the following ways:

- When you contact us via phone, email, or our website contact form
- When you enter into a contract or service agreement with us
- When we carry out a survey, installation, or maintenance visit
- From publicly available sources (for example, Companies House)

4. How We Use Your Data

We use your personal data to:

- Provide quotations and respond to enquiries
- Carry out installations, maintenance and related services
- Manage payments, invoices, and customer accounts
- Fulfil our contractual obligations
- Comply with legal or regulatory requirements (e.g., MCS, RECC)
- Improve our services and customer experience
- Handle complaints, feedback, and warranty requests
- Send important service updates or safety information

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We **do not** sell, rent, or trade your data with third parties for marketing purposes.

5. Sharing Your Data

We may share your personal data with:

- Our approved installers, engineers, or subcontractors (for work purposes only)
- MCS certification bodies and the Renewable Energy Consumer Code (RECC), where required
- Warranty providers, product manufacturers, or finance partners
- IT and system service providers (for email and data management)
- Regulatory authorities or insurers where legally required

All third parties we work with are required to respect your data and use it only for legitimate business purposes in line with this policy.

6. How Long We Keep Your Data

We retain your personal data only as long as necessary to:

- Fulfil the purpose it was collected for
- Comply with legal and accounting requirements
- Support any warranty, guarantee, or dispute resolution process

Typically, this means keeping records for **up to 7 years** after the completion of work, unless a longer retention period is required by law.

7. Your Rights

Under data protection law, you have the right to:

- **Access** – request a copy of the personal data we hold about you
- **Rectification** – request correction of inaccurate or incomplete data
- **Erase** – request deletion of your data where there is no legal reason to retain it
- **Restriction** – request limited processing of your data in certain circumstances
- **Data Portability** – request a copy of your data in a transferable format
- **Objection** – object to how we use your data, including for direct marketing

To exercise any of these rights, please contact us at admin@greenacresltd.co.uk

8. Cookies and Website Analytics

Our website may use cookies to improve user experience and analyse site traffic.

Cookies are small files stored on your device that help us understand how our website is used.

You can manage or disable cookies through your browser settings. For more information, visit www.allaboutcookies.org.

9. Data Security

We take data security seriously and use appropriate technical and organisational measures to protect your information from unauthorised access, loss, or misuse.

This includes:

- Secure servers and encrypted communications (SSL)
 - Password protection and limited staff access
 - Regular data protection reviews and staff training
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10. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The most recent version will always be available on our website or upon request.

11. Contact Us

If you have any questions, concerns or complaints about this Privacy Policy or how we handle your personal data, please contact:

Greenacres Energy Group Ltd

Email: admin@greenacresltd.co.uk

Phone: 01268 962488

Address: 79 Wingletye Lane, Hornchurch, RM11 3AT

If you are not satisfied with our response, you can contact the **Information Commissioner's Office (ICO):**

www.ico.org.uk

Helpline: 0303 123 1113