

# PRIVACY POLICY

**IMPORTANT:** These are the terms and conditions upon which we provide the Clarke Talbot Renewable Energy Ltd. website, and by accessing the Site, you agree to these terms and conditions. If you do not agree to these terms and conditions, you should not access the site.

## **PERSONAL INFORMATION**

From time to time, you may be asked to submit personal information about yourself (e.g. name and email address etc.) in order to receive or use services on our website.

Rest assured that we value your privacy highly. This information will only be used in connection with the service that required you to submit it (including the Greener Guide provided by Green Software Ltd) and we will never transfer, sell, or give your personal information to any third party (except Green Software Ltd) without your prior consent unless legally obligated to do so.

All personal information collected by Clarke Talbot Renewable Energy Ltd. is kept secure and confidential in our Customer Relationship Management system. We may also keep information in our email system which is also located on a secure server.

Clarke Talbot Renewable Energy Ltd. is a data controller registered with the Information Commissioner's Office (ICO) and all staff comply with the Data Protection Act and the General Data Protection Regulations that came into force in 2018.

Our privacy policy applies to all of our group companies. Our lawful basis for processing data is classed as Legitimate Interest by the ICO. We will hold record of your personal contact information and may use it for marketing our services to you unless you exercise your right to opt out or have your data deleted (See Unsubscribing from communications below). If, however, you ask us to provide you with a quotation for our services, our lawful basis for holding your data is covered under the Contract basis. In either case, you have the rights to access, correct and delete your data unless we are holding your data for the purposes of fulfilling our legal obligations. We will share your data with other members of our group where you have requested products or services from us.

## **YOUR RIGHTS**

You have specific rights pertaining to your personal information we hold on record. Specifically, you have the right to access and correct any data we hold on you. If you would like to request a copy of your information, we have in our records, please let us know in writing and we will supply a copy of the record from our Customer Relationship Management system within 30 days. Should you wish to update any information, please let us know and we will update our records on your behalf. Should you wish to have all your data deleted from our systems, let us know in writing and we will remove you from our CRM system. If, however, you are a client of ours, we will need to keep your

information for the period of any warranties or other legal obligations we may have. We will inform you if this is relevant at the time of your request to be forgotten. Of course, you always have the option of not receiving any marketing communications and can unsubscribe from our e-shots at any time, even if we cannot delete your data.

### **UNSUBSCRIBING FROM COMMUNICATIONS**

If you have received an e-mail or other contact from us and you would like to ensure that you do not receive any further communications, please contact us with your name and the email address we have on file for you and we will remove you from our mailing lists. All Clarke Talbot Renewable e-shots have an Unsubscribe button you can use.

### **INTELLECTUAL PROPERTY RIGHTS**

All the information and material on this website is provided for informational purposes only. Clarke Talbot Renewable Energy Ltd. is the owner of all copyright and other intellectual property rights in this website and its contents (including text and images) or such materials or otherwise appear with the consent of the copyright owner.

### **WARRANTY**

No representation, warranty or guarantee is made that the information accessible via this website, or any web site with which it is linked, is accurate, complete, or current. No warranty is made as to the availability of this site or that the functions used or materials accessible or downloaded from this site will be uninterrupted or free of errors, viruses, or other harmful components. To the fullest extent permitted by law, in no event shall Clarke Talbot Renewable Energy Ltd. be liable for any errors, omissions, misstatements or mistakes in any information contained on this site or damages resulting from the use of this site or any decision made, or action taken in reliance of information contained in this site.

### **ABOUT COOKIES**

Cookies are pieces of information which are stored directly on the computer you are using. We may place cookies or similar files on your computer when you visit our website.

These cookies are used to:

monitor which operating system, browser, and screen resolution you used to visit our website so we can plan future development accordingly.

monitor which areas of the site you use during your visit so that we can assess which areas of the site are of most interest and plan future development accordingly.

provide online services which require information to be passed from page to page during the course of their execution. e.g. remember that you are logged in.

You can change the settings in your browser to accept all cookies, to notify you when a cookie is issued, or not to receive cookies at any time. The last of these, of course, means that certain personalised services cannot then be provided to you.

### **COMPLAINTS**

Clarke Talbot Renewable Energy Ltd takes the handling of your data seriously and will always comply with the General Data Protection Regulations. However, if you have a complaint about the way Clarke Talbot Renewable Energy Ltd treats your personal data, you can complain directly to the Information Commissioners Office via their website <https://ico.org.uk>