

PRIVACY POLICY

This website is brought to you by Right 2 Improve Ltd. We take the privacy of our website users very seriously. We ask that you read this Privacy Policy ('the Policy') carefully as it contains important information about how we will use your personal data.

For the purposes of the Data Protection Act 1998, Right 2 Improve Ltd ('we' or 'us') is the 'data controller' (ie the company who is responsible for, and controls the processing of, your personal data).

Personal data we may collect about you

We will obtain personal data about you (such as your name, address, email address and telephone number) whenever you complete an online form.

For example, we will obtain your personal data when you complete our contact us form, send us feedback, email us, post material or contact us for any reason. We may also obtain sensitive personal data about you if you volunteer it when you contact us. If you volunteer such information, you will be consenting to our processing it for the purpose of dealing with your enquiry.

We may monitor your use of this website through the use of cookies and similar tracking devices. For example, we may monitor how many times you visit, which pages you go to, traffic data, location data and the originating domain name of a user's internet service provider. This information helps us to build a profile of our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually. Please see further the section on 'Use of cookies' below.

How we use your personal data

We will use your personal data for the purposes described in the data protection notice that was given to you at the time your data were obtained. These purposes include:

- 1 — to help us identify you and any accounts you hold with us
- 2 — administration
- 3 — research, statistical analysis and behavioural analysis
- 4 — customer profiling and analysing your purchasing preferences

- 5 — marketing—see '**Marketing and opting out**' below
- 6 — fraud prevention and detection
- 7 — billing and order fulfilment
- 8 — credit scoring and credit checking—see '**Credit checking**' below
- 9 — customising this website and its content to your particular preferences
- 10 — to notify you of any changes to this website or to our services which may affect you
- 11 — security vetting
- 12 — improving our services

Marketing and opting out

Unless you have asked us not to do so, we may contact you by mail, telephone, or email about products, services, promotions or special offers which may be of interest to you. If you prefer not to receive any direct marketing communications from us, you can opt out at any time. See further 'Your rights' below.

Disclosure of your personal data

We may disclose your personal data to:

- 13 — our agents and service providers (eg providers of installation and maintenance services)
- 14 — credit reference agents—see '**Credit checking**' below
- 15 — law enforcement agencies in connection with any investigation to help prevent unlawful activity

Keeping your data secure

We will use technical and organisational measures to safeguard your personal data. Whilst we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data which are transferred from you or to you via the internet.

Monitoring

We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, training, fraud prevention and compliance.

Information about other individuals

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:

16 — give consent on his/her behalf to the processing of his or her personal data

17 — receive on his/her behalf any data protection notices

18 — give consent to the processing of his or her sensitive personal data, eg health information).

Use of cookies

A cookie is a small text file which is placed onto your computer (or other electronic device) when you access our website. We use cookies on this website to

— recognise you whenever you visit this website (this speeds up your access to the site as you do not have to log on each time)

— obtain information about your preferences, online movements and use of the internet

— carry out research and statistical analysis to help improve our content, products and services and to help us better understand our visitor/customer requirements and interests

- target our marketing and advertising campaigns more effectively by providing interest-based advertisements that are personalised to your interests
- make your online experience more efficient and enjoyable.

The information we obtain from our use of cookies will not usually contain your personal data. Although we may obtain information about your computer or other electronic device such as your IP address, your browser and/or other internet log information, this will not usually identify you personally. In certain circumstances we may collect personal information about you – but only where you voluntarily provide it (eg by completing an online form) or where you purchase goods or services from us.

In most cases we will need your consent in order to use cookies on this website. The exception is where the cookie is essential in order for us to provide you with a service you have requested.

Consent:

If you visit our website when your browser is set to accept cookies, we will interpret this as an indication that you consent to our use of cookies and other similar technologies as described in this Privacy Policy. If you change your mind in the future about letting us use cookies, you can modify the settings of your browser to reject cookies or disable cookies completely.

How to turn off cookies

If you do not want to accept cookies, you can change your browser settings so that cookies are not accepted. If you do this, please be aware that you may lose some of the functionality of this website. For further information about cookies and how to disable them please go to: www.aboutcookies.org or www.allaboutcookies.org

Your rights

You have the right, subject to the payment of a small fee (currently £10) to request access to personal data which we may process about you. If you wish to exercise this right you should:

- put your request in writing
- include proof of your identity and address (eg a copy of your driving licence or passport, and a recent utility or credit card bill)

- attach a cheque in the amount of £10 made payable to Right 2 Improve Ltd
- specify the personal data you want access to, including any account or reference numbers where applicable.

You have the right to require us to correct any inaccuracies in your data free of charge. If you wish to exercise this right you should:

- put your request in writing
- provide us with enough information to identify you (eg full name and address)
- specify the information that is incorrect and what it should be replaced with.

You also have the right to ask us to stop processing your personal data for direct marketing purposes If you wish to exercise this right you should:

- put your request in writing (an email sent to info@envirosolar.co.uk with a header that says 'Unsubscribe' is acceptable)
- provide us with enough information to identify you (eg full name and address)
- if your objection is not to direct marketing in general, but to direct marketing by a particular channel (eg email or telephone) please specify the channel you are objecting to

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version which will apply each time you access this website.