

## 1. Who we are

Welcome to GEC Solutions Limited's privacy policy.

GEC Solutions respects your privacy and is committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data when you visit our website and tell you about your privacy rights and how the law protects you.

GEC Solutions Limited is a private limited company registered in England with registration number 08143724 and having its registered office at Energy House, High Street, Gateshead, England, NE8 2AP.

### Purpose of this Privacy Policy

This privacy policy aims to give you information on how GEC Solutions Limited collects and processes your personal data through your use of this website, including any data you may provide through this website when you sign up to our marketing emails or purchase a product or service through this website.

This website is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this privacy policy together with any other privacy policy or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy policy supplements other notices and privacy policies and is not intended to override them. Please note if we make changes which we consider to be important, the date on which the change has been made will be recorded at the end of this policy and the change will be effective from that date onwards.

### Controller

GEC Solutions Limited is the controller and responsible for your personal data (collectively referred to as "GEC Solutions Limited", "we", "us" or "our" in this privacy policy).

## 2. The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). We collect and store the information to enter into our software platforms in order to provide our clients the services they request. This information may be collected through our website, or through communications with us including email, contact forms, and telephone.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity data** includes first name, last name, title, and date of birth.
- **Contact data** includes billing address, email address and telephone numbers.
- **Financial data** includes bank name, account and sort code details, and payment card details.

- **Transaction data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Technical data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- **Usage data** includes information about how you use our website, products and services.

We do not collect any special categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

### 3. How is your data collected?

We use different methods to collect data from and about you including through:

**Direct interactions:** You may give us your identity and contact data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- apply for our products or services;
- request marketing to be sent to you; or
- give us feedback or contact us.

**Third-party links:** This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

### 4. Legal basis for using your personal data

We will only use your personal data when the law allows us to. We will use your personal data in the following circumstances:

- **Contract:** It may be necessary for us to process your personal information in order to provide you with a service, or to take steps to enter you into a contract in order to provide you with a service.
- **Legitimate Interests:** This is when we have a legitimate business reason to use your information; but even then, it must not go against your own interests and fundamental rights. On this basis we may use and process some of your personal information where we have legitimate business grounds for doing so. Our legitimate interest for processing your personal data is the use of data processing in respect of the provision of our services and processing any transaction between you and a third party. Use of

your personal information in this way is an essential component of how we provide services to you.

- **Legal Obligation:** Your personal data will be processed in any circumstances in which we need to comply with a legal obligation.

## **5. Purposes for which we use your Personal Data**

We may use your Personal Data in the following ways:

- To provide you with the information, products and services you request from us.
- We use personal information to administer and protect our business and this website. This includes diagnosing system problems, troubleshooting and system maintenance. This processing is necessary for the purpose of our legitimate interests.
- We may be required to retain and use personal information for legal and compliance obligations, such as the prevention, detection or investigation of a crime, or fraud. Personal information may also be used to meet our external and internal audit requirements. This will be used under applicable law, which may include laws outside of your country of residence, and to respond to requests from courts, regulatory agencies, law enforcement and government authorities.

## **Third-party marketing**

We will not share your personal data with any third party for marketing purposes.

## **Change of purpose**

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. Please note that we may process your personal data without your knowledge or consent where this is required or permitted by law.

## **6. How is your personal data shared?**

Your personal information may be disclosed to any company within our Suppliers Group in order to fulfil the purpose of providing you with price comparison quotes and information on switching energy providers. Any disclosure of your personal information will comply with the General Data Protection Regulation (GDPR).

## **7. Data security**

We have put in place appropriate security measures to prevent your personal data from being lost, used, or accessed in an unauthorised manner. In addition, we limit access to your personal data to those employees, agents, and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

## 8. Data retention

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, regulatory, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

## 9. Your legal rights

Under the GDPR you have several rights in relation to your personal data which are described below. Some of these rights only apply in specific circumstances and may be exempt under legislation. We will advise you when responding to your request if we are relying on any of these exemptions.

- **Access to personal data:** You hold the right to request a copy of the personal information we hold about you. Should you wish to see what information we hold please contact us at [info@greenenergyconsulting.co.uk](mailto:info@greenenergyconsulting.co.uk) and provide enough information to identify yourself.
- **Correction of personal data:** You can request that we correct any personal data that we hold about you which is incorrect. Please contact us at [info@greenenergyconsulting.co.uk](mailto:info@greenenergyconsulting.co.uk) to do so.
- **Right of erasure:** You may request that we erase your personal data in circumstances where there is no compelling reason for us to continue processing. This right only applies in limited circumstances and is not a guaranteed right.
- **Right to object to processing of personal data:** You have the right to object to the use of your personal data which is processed on the basis of our legitimate business interests. We may continue to process your data, despite this objection, if there is a compelling legitimate ground for doing so or where processing is necessary in connection with any legal claims.

### Filing a complaint

If you are not satisfied with how your personal data is managed, you have the right to make a complaint to your local Data Protection Authority. In the UK you can contact the Information Commissioner's Office, of which contact details can be found at <https://ico.org.uk/>