



Privacy Policy

This Policy sets out the basis on which Solent Energy Surveys collects, uses and discloses your personal data and your rights in relation to the personal data that we hold.

Who we are

In this Policy, the terms "Solent Energy Surveys", "we", "us" or "our" refers to Solent Energy Surveys, the business trading name operating under Sole Trader conditions. Solent Energy Surveys is not required to register as a data controller with the Information Commissioner's Office and does not require a Privacy & Data Compliance Officer as we only hold the personal information of the people we need for our own accounts and records. The information is restricted to what is necessary for our accounts and records only.

Personal data we collect and hold

We will only collect and hold information that you provide us with whether that be in person, in writing, by telephone, by fax, via our website, by email or any other form of electronic communication or from publicly available sources or third parties. We may collect the following categories of personal data about you:-

- Your name and contact information, such as home address, email and telephone details;
- Information about your reasons and objectives for securing our services;
- Supporting photographic evidence of rooms and equipment within your private property;

Processing and disclosure

We will process the personal data you provide us with because it is necessary for the performance of our contract with you or for our legitimate business interests or in compliance with any legal obligations we may be under.

We may use your personal data:-

- To prepare a proposal in relation to the services that we offer;
- To provide you with the services that you request from us;
- To carry out any obligations arising from any contracts entered into between you and Solent Energy Surveys;
- To notify you of any changes to our terms and conditions of business;
- To provide you with information which we feel may be of interest or relevant to you, such as alerts, newsletters and updates;
- To deal with any complaints or feedback from you in relation to such service; or
- For any other purpose for which you provide us with your personal data.

As part of our processing of your personal data we may share your data:-

- with our advisers and/or auditors, where it is necessary for the purposes of obtaining their advice or assistance;
- if we are under a duty to do so in order to comply with any legal obligations, such as disclosure of unsafe household appliances that may pose a threat to life;
- as required by tax authorities or any competent court or legal authority;
- in order to enforce our terms and conditions of business; or
- to protect the rights, property or safety of Solent Energy Surveys, its employees or clients.

Your Rights

Under GDPR you have the following rights:-





- Right to be informed – you have the right to be informed about the collection and use of your personal data;
- Right of Access – you have the right to request a copy of the personal data that we hold about you;
- Right to Rectification – you have the right to correct the personal data we hold about you if such data is incorrect;
- Right to be Forgotten – in certain circumstances you can ask us to erase your personal data;
- Right to Restrict Processing – where certain conditions apply you can require us to restrict our data processing activities;
- Right of Portability – you have the right to have the personal data that we hold about you, that you provided us with, transferred to another data controller;
- Right to Object – in certain circumstances, you have the right to object to the processing of your personal data;
- Rights related to automated decision making – this relates to decisions solely made by automated means without human involvement process, such as direct marketing communication.

If you have any questions about how we use your personal data or you wish to exercise any of the above rights please contact our Privacy & Data Compliance Officer, as detailed at the end of this Policy.

Retention of Personal Data

We will only retain your personal data for as long as we have a lawful reason to do so. However, where we collect personal data as required by anti-money laundering legislation, including the identification, screening and report we will retain that personal data for between five and seven years after the termination of our contractual relationship unless otherwise required for legal purposes. In most cases we will retain your personal data for a period of seven years after the termination of our contractual relationship with you in case any claims arise out of the provision of our services to you.

Other Websites

Our site may from time to time contain links to and from the websites of our partner networks, advertisers and affiliates and if you follow a link to any of their websites please note that these will have their own privacy policies and we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Cookies

Cookies are files placed on your computer by websites that you visit; they provide owners of websites with information about visitors to those sites. Solent Energy Surveys does not use cookies to identify you as an individual. Websites, such as Google, use cookies to collect statistical data about users browsing actions and patterns in order to improve their website. In accordance with the Privacy and Electronic Communications Regulations 2011 we provide you with the opportunity to control the use of cookies on our website and you may decline them but all or part of this website may not work as a result. Cookies you do accept may be deleted from your computer, for more information on cookies and how to manage and delete them visit allaboutcookies.org.

Changes to our Privacy Policy

This Privacy Policy is effective from 26 January 2022. We reserve the right to revise and alter this Policy at any time to comply with law or to meet our changing business requirements without notice to you. When we do, we will inform you by posting the updated version on this website whereupon any changes shall take immediate effect.

Privacy & Data Compliance Officer

We may communicate with you in a number of ways, such as email, post, telephone or other electronic means. If you object to, or wish to stop receiving, any or all of these types of communications, or have any questions about our website, its content or this Policy please contact Cliff Boddington at enquiries@solentenergysurveys.com or on 07714628464, or write to Solent Energy Surveys, 4 Glen Place, Emsworth, Hampshire. PO10 7GH

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