

# Privacy Policy

## 1.0 INTRODUCTION

Elmhurst Energy Consultancy are committed to safeguarding the privacy of our website visitors, applicants and other service users. This Privacy Policy will explain how we will handle the personal data that is submitted to us through our varied services.

By browsing this website, communicating electronically with us and/or submitting your personal data to this website, you acknowledge and agree to the terms of this Privacy Policy and to the processing of personal data by Elmhurst Energy Consultancy as described in this policy.

By using the Elmhurst Energy Consultancy website (including all online portals) and agreeing to this Privacy Policy, you consent to our use of cookies in accordance with the terms of this policy.

Our website incorporates privacy controls which affect how we will process your personal data. By using the privacy controls, you can specify whether you would like to receive direct marketing communications.

## 2.0 HOW WE USE YOUR PERSONAL DATA

Elmhurst Energy Consultancy have detailed in this section the following key elements to how we will use personal data:

- The categories of personal data that we may process through our levels of interaction.
- The source and categories of personal data that we did not obtain directly from you.
- The purposes of how we may process personal data.
- The legal requirement of processing personal data.

### 2.1 Usage Data

Elmhurst Energy Consultancy may process data about your use of our website and services, referred to as 'usage data'.

The usage data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use.

This usage data may be processed for the purposes of analysing the use of the website and services. The legal basis for this processing is our legitimate interests, namely the monitoring and improving of our website and services.

## **2.2 Account Data**

Elmhurst Energy Consultancy may process your 'account data' which may include your name and email address.

The source of the account data is you or your employer. The account data may be processed for the purposes of operating our website, providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business.

## **2.3 Service Data**

Elmhurst Energy Consultancy may process your personal data that is provided during the use of our services, and is referred to as 'service data'.

The service data may include submissions through online and/or paper based forms and notifications. The source of the service data is you or your employer. The service data may be processed for the purposes of operating our website, providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you.

The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business.

## **2.4 Enquiry Data**

Elmhurst Energy Consultancy may process information contained in any enquiry that you submit to us regarding products and/ or services, and this is referred to as 'enquiry data'.

The enquiry data may be processed for the purposes of offering, marketing and selling relevant products and/ or services to you.

## **2.5 Transaction Data**

Elmhurst Energy Consultancy may process information relating to transactions, including purchases of goods and services that you enter into with us, and/or through our website, and is referred to as 'transaction data'.

The transaction data may include your contact details and the transaction details. The transaction data may be processed for supplying the purchased goods and services, and keeping proper records of those transactions. The legal basis for this processing is the performance of a contract between you and us and/ or taking steps, at your request, to enter into such a contract and our legitimate interests, namely our interest in the proper administration of our website and business.

## **2.6 Notification Data**

Elmhurst Energy Consultancy may process information that you provide to us for subscribing to our email notifications and/ or newsletters, and is referred to as 'notification data'.

The notification data may be processed for the purposes of sending you the relevant notifications and/ or newsletters. The legal basis for this processing is the performance of a contract between you and us and/ or taking steps, at your request, to enter into such a contract.

## 2.7 Correspondence Data

Elmhurst Energy Consultancy may process information contained in or relating to any communication that you send to us, and is referred to as 'correspondence data'.

The correspondence data may include the communication content and metadata associated with the communication. Our website will generate the metadata associated with communications made using the website contact forms. The correspondence data may be processed for the purposes of communicating with you and record-keeping. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business and communications with users.

## 2.8 Personal Data

Elmhurst Energy Consultancy may process any of your personal data identified in the other provisions of this policy where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. The legal basis for this processing is our legitimate interests, namely the protection and assertion of our legal rights, your legal rights and the legal rights of others.

Please do not supply any other person's personal data to us, unless we prompt you to do so.

## 2.9 Cookies

Elmhurst Energy Consultancy has a cookie policy which is available to view on our website.

## 3.0 AMENDMENTS

Elmhurst Energy Consultancy may make amendments to this Privacy Policy to improve our privacy control measures, and the latest copy of the Privacy Policy will be displayed on the Elmhurst Energy Consultancy website.

## 4.0 SUBJECT ACCESS REQUEST

You have the right to know what data Elmhurst Energy Consultancy holds about you, to ask for any errors with that data to be rectified, or to request processing of the data is restricted or deleted. You can make data access requests by emailing or telephoning Elmhurst Energy Consultancy. We will reply to you within 30 days and may contact you in the interim to authenticate your identity.

## 5.0 CONTACT DETAILS

If you have any questions concerning this Privacy Policy you can contact us using one of the following methods:

- Email: [consultancy@elmhurstenergy.co.uk](mailto:consultancy@elmhurstenergy.co.uk)
- Writing: 16 St Johns Business Park, Lutterworth, Leicestershire, LE17 4HB
- Telephone: 01455883259