

## ECOLUTION | PRIVACY POLICY

### HOW WE USE YOUR PERSONAL INFORMATION

Ecolution and its associated companies collect and use your personal information as part of our business activities. Your personal information may be shared with internal departments or with external partners and agencies involved in delivering services on our behalf. This Privacy notice is to let you know how we handle your personal data.

We take the privacy and security of your information seriously.

### THE INFORMATION WE COLLECT

- Name
- Job Title
- Address
- Contact Details (phone/email/mobile)
- Financial Information which will include bank details for Feed-In Tariff customers only

We make sure we collect information fairly, lawfully and for no longer than necessary. The information we collect is needed to provide you with your chosen service. All Personal Data we hold is for legitimate business purposes. We do not collect information that we do not need. Your information is stored in paper form and/or electronically. Ecolution are committed to ensuring your stored data is kept secure. For more information please see our Information Security Policy Statement.

### HOW OUR WEBSITE COLLECTS YOUR DATA (COOKIES POLICY)

When you visit one of our websites, like most other big websites we use cookies to collect standard information. A cookie is a small text file that a website saves on your device when you visit the site. It enables the website to remember your actions and preferences such as login details, language, font size etc. over a length of time, so you don't have to keep re-entering these each time you revisit a website. The information we collect does not identify you as an individual, it collects information in an anonymous way. The cookies on our website are used for Google Analytics purposes to help us to

Find out more:

**01732 625 071**

[enquiries@ecolutiongroup.com](mailto:enquiries@ecolutiongroup.com) OR [www.ecolutiongroup.com](http://www.ecolutiongroup.com)

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improve our customers experience on our website. Our website uses cookies to remember such things as number of visitors to the website and how they got to our website (e.g. via google, social media pages, 3<sup>rd</sup> party websites etc.). We provide an option on our website for visitors to opt-in or opt-out of the use of cookies, these preferences can also be updated via the internet browser settings.

## **HOW IS YOUR DATA COLLECTED?**

We will collect your data directly from you either verbally over the telephone, via email or when completing an online form. You will be asked to consent to the data being collected and recorded. We may have your data as it has been shared with us by our Partners, Clients or Contractors for legitimate business purposes. If your data has been shared with us, the company sharing the data would have gained your consent, this allows them to legally share your data with us.

## **WHY IS YOUR DATA SHARED?**

The Businesses that we work with will share your data with us in order for us to carry out duties on their behalf, as an example when we receive data from our partners to allow us to visit your property to carry out maintenance work. The sharing of information will be used by us to fulfil our contractual obligations to the businesses we work with. The information will enable us to carry out our duties. There will be times when we need to share your data to provide you with the services you need, the data we share will allow us to meet your needs.

## **WHO WILL YOUR DATA BE SHARED WITH?**

We may need to share your data with our Partners, Clients and Subcontractors. As an example, we may need to share your information to allow one of our subcontracts to attend your property to carry out repairs and maintenance. We will have a data sharing agreement in place to make sure the data we share is secure and looked after by the companies we share it with.

## **HOW WE USE YOUR DATA**

We will use your data to contact you. The most direct way to contact you is via phone, email or text. This is our preferred method of contact; however, we may use other methods. We may contact you to discuss:

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- Our services, discounts and promotions
- To book and confirm repairs and maintenance
- Current vacancies and opportunities with our associated businesses
- Direct job applications

## **JOB APPLICATIONS**

If you apply either via our website careers page or send your CV directly to our recruitment team, we will use your personal information to help us process your application. We do not believe in automated decision making, so your application will be reviewed by a member of the recruitment team. We might not have the right role for you at the time you apply so we will keep your CV or application form on file. We will only use this information to contact you regarding jobs that relate to your original application, your qualifications and experience. The information will be kept secure for three months, after which it will be permanently erased.

## **SHARING YOUR DATA WITH THIRD PARTIES & FOR MARKETING PURPOSES**

We may share your details if we are required to by law. We do not sell your information to any marketing or sales companies. We never share your information for marketing purposes outside of our Group. We would like to use your name, contact number and email address to inform you of our future offers, discounts and services. You can unsubscribe at any time via, phone, email or our website. We may share your details with our associated companies, clients and sub-contractors to ensure we meet our service agreements. Our associated companies deliver services on our behalf, if you agree we will pass on your personal information so that they may approach you for marketing purposes, with products and services that are relevant to you. The third parties and sub-contractors we work with who have access to, or are processing your personal data, have a responsibility and a legal obligation to make sure they handle your data responsibly.

## **KEEPING YOUR PERSONAL DATA UP TO DATE**

We want to make sure we keep your details accurate so the information we hold about you is relevant. We rely on you to keep us informed of any changes to your address, telephone number, email or any key information that we require. To make sure the information we hold is accurate we may from time

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to time contact you. If your information is wrong, it gives us the chance to put it right.

If you would like to tell us of any changes or request for your information to be changed or deleted, please let your regular contact know. Alternatively, please contact our main office on 01732 625070 and ask for the HR Department.

Your personal information belongs to you. You can find out about the information we hold on you by writing to us at HR Department Ecolution House, Endeavour Park, London Road, West Malling, Kent ME19 5SH. If you would like detailed information you will need to complete a subject access request. More information on Subject Access Requests, can be found here [SAR](#). We will be happy to help you with your request, if you apply in writing to HR Department Ecolution House, Endeavour Park, London Road, West Malling, Kent ME19 5SH and provide us with proof of your identity.

If you have any concerns about your personal data please contact the HR Department Ecolution House, Endeavour Park, London Road, West Malling, Kent ME19 5SH. We will do our best to resolve your questions or complaints. If you are still not satisfied you can complain to the [Information Commissioner](#).

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