



Dear Customer,

Our Privacy Policy describes the way your personal information will be stored and used by us as per the principles and rights afforded to individuals by the General Data Protection Regulation (EU) 2016/679 ('GDPR').

The main purpose of this Policy is to inform you how we will deal with your personal information, collected by us through personal contact, telephone, e-mail and our website. This includes all your personal data i.e. name, address, telephone number and email as well as your instructions from time to time. Therefore, please note the protection relating to your privacy and how the GDPR protects you.

### **Our Obligations under GDPR**

We promise to:

- Keep your data safe, secure and private
- Not sell your data to third parties
- Not share your data with third parties, except where we have a legitimate business interest and reason to do so.

### **How the Law protects you**

In addition to our Promise, your privacy is protected by GDPR in that we are only allowed to use your personal details or information relating to your matter if we have a proper reason to do so. These reasons are:

- In compliance with our obligations as per our contract with you, or
- In compliance of any legal duty to which we are subject, or
- In dealing with our own legal and financial advisers, or
- In compliance of your instructions and your consent to it

### **The nature of personal information collected by us**

To enable us to fulfil our legal and contractual obligations, following is a list of information collected by us i.e.:

- Your name, address, telephone/mobile numbers and email ID
- Proof of your address and photo ID to verify your identity
- Details of your contract, related correspondence and information you provide to us

### **The purpose and use of such information?**

Our purpose in collecting all necessary information is to:

- Provide you with goods and services under our contract
- Prevent unauthorised use, access and modifications
- Update client details and records
- Complete statutory returns e.g. HMRC accounts
- Ensure safe practice, administration and assessment of your demands and needs
- Contact existing and former Clients to explain our services
- Carry out internal audits and quality checks as and when required

### **How such information is collected by us**

Please note that the majority of information will be received from you and may also be collected from the following sources:

- Publicly accessible sources
- Directly from a third party with your consent
- Our website

### **The way your personal information secured by us**

We have legal obligation to ensure the security and integrity of your personal information as part of your dealings with us. We have systems in place to safeguard your personal details and documentation which will not be released to any unauthorised person accept your consent or a Court Order. However, due to the insecure nature of the Internet, we are unable to guarantee or warrant that any email transmission to us is secure. We will notify you of a suspected data or security breach as and when required.

### **Do we sell or share the information collected on your behalf?**

We will not sell or share your personal information other than as per your instructions or our obligations for your contract with us. We will only share your personal information to fulfil our legal and contractual obligations.

We will only share your personal information with third parties necessary to perform the contract, or to fulfil our legal obligations. We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal duties for the sale or transfer of all or a portion of our business or assets. The sharing and receipt of your information is confidential as per the GDPR and other data protection legislation in place from time to time or as amended. The way your personal information is held Information may be held at our office, third party agencies, other service providers, representatives and our agents as outlined above.

### **The way to correct, change or delete your information**

You can access, update, correct, change or delete your personal information at any time. We will make reasonable effort to deal with your request in a timely manner. To protect your privacy and security, we will verify your identity to deal with your request. To access, change, or delete your personal information, to report problems with the ANP website, to ask questions or to raise concerns, please write to us by post or email to [admin@bluonenergy.org](mailto:admin@bluonenergy.org).

Whilst we will protect your personal information as listed above, you also have a responsibility to protect your passwords, usernames and access information from unauthorised use by others.

### **The periods of protection of your personal information?**

We will only keep your personal information received on your behalf or provided by you to us will be kept for a period of time for the purpose for which it was collected, taking into account our compliance with legal and contractual obligations or to resolve customer service issues.

Your personal information will be stored for a period of up to 6 years. After the expiry of this period, your personal information will be destroyed or deleted from our storage and IT systems without notice to you.

### **Changes to our Privacy Policy**

Our Privacy Policy may be amended as and when required without further notice to yourself. Therefore, we request you to familiarise yourself with our Privacy Policy from time to time for the changes required by law or regulatory bodies.

### **Viewing your records**

You can ask for a copy of the records about you. You will need to do this in writing directly to BLUON ENERGY LIMITED by providing a certified ID and proof of address to allow us to deal with your request.

The timescale to respond to your request is within 30 days.

If you have any comments or questions about our Privacy Policy, or the way we deal with your personal information, please contact us by post, e-mail or telephone as follows:

Email: [admin@bluonenergy.org](mailto:admin@bluonenergy.org)  
Telephone: 01268 201541  
Address: BLUON ENERGY LIMITED  
Suite G7 Woodland Place  
Hurricane Way  
Wickford  
Essex  
SS11 8YB

Yours faithfully,

Customer Service Team