

## Privacy Policy

**Effective Date:** 24/06/24

**Last Updated:** 26/06/24

SE Energy Solutions Limited is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [www.se-energy.uk](http://www.se-energy.uk), use our services, or otherwise interact with us.

If you have any questions or concerns about this policy or your personal data, please contact us at [info@se-energy.uk](mailto:info@se-energy.uk)

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### 1. Information We Collect

We collect information that identifies, relates to, describes, or could reasonably be associated with you ("personal data"). This includes:

#### A. Information You Provide to Us:

- Name, email address, phone number, and address.
- Payment information (e.g., credit/debit card details, billing address).
- Account credentials (e.g., username, password).
- Any other information you choose to provide via forms or direct communication.

#### B. Information We Collect Automatically:

- IP address and browser type.
- Usage data, such as pages visited and time spent on our website.
- Device identifiers, operating system details, and location data.

#### C. Information from Third Parties:

- Data from service providers, such as analytics platforms.
  - Social media or public databases, if applicable.
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### 2. How We Use Your Information

We may use your personal data to:

1. Provide, operate, and improve our services.
  2. Process transactions and send you confirmations.
  3. Respond to your inquiries and provide customer support.
  4. Send marketing communications, if you have opted in.
  5. Comply with legal obligations or resolve disputes.
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### 3. Sharing Your Information

We do not sell your personal data. However, we may share your data with:

- **Service Providers:** For payment processing, delivery, or marketing purposes.
  - **Legal Authorities:** To comply with legal obligations or respond to lawful requests.
  - **Business Transfers:** In case of a merger, acquisition, or sale of assets.
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### 4. Your Rights

Under the UK GDPR, you have the following rights:

1. **Access:** Request a copy of your personal data.
2. **Correction:** Update inaccurate or incomplete data.
3. **Erasure:** Request deletion of your data, subject to legal obligations.
4. **Restriction:** Limit the processing of your data.
5. **Objection:** Object to the use of your data for certain purposes.
6. **Portability:** Request transfer of your data to another service.

To exercise your rights, contact us at [insert contact email].

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### 5. Data Retention

We retain your data only as long as necessary for the purposes outlined in this policy or as required by law. After this period, we securely delete or anonymise your data.

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### 6. Cookies and Tracking Technologies

We use cookies to enhance your experience. Cookies are small files stored on your device that help us understand usage patterns and improve our services.

You can manage cookies via your browser settings.

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### 7. Data Security

We implement appropriate technical and organizational measures to safeguard your data against unauthorised access, alteration, or loss. However, no method of transmission over the internet is entirely secure.

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### 8. International Transfers

If we transfer your data outside the UK, we ensure it is protected in compliance with UK GDPR requirements, such as using standard contractual clauses.

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## **9. Changes to This Policy**

We may update this policy from time to time. Any changes will be posted on this page with an updated "Effective Date."

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## **10. Contact Us**

For questions or concerns about this Privacy Policy or how we handle your personal data, contact us at:

SE Energy Solutions Ltd.  
Unit 10 Clayfield Mews  
Tunbridge Wells  
Kent  
TN4 9PA

Email: [info@se-energy.uk](mailto:info@se-energy.uk)