

GDPR Privacy Policy for Circular Ventures Ltd trading as EPiC Solutions

Introduction

Circular Ventures Ltd trading as EPiC Solutions ("we," "our," or "us") is committed to protecting and respecting your privacy. This GDPR Privacy Policy explains how we collect, use, store, and protect personal data in compliance with the General Data Protection Regulation (GDPR) and other relevant laws in the United Kingdom. This policy applies to all personal data we process in the course of providing domestic energy assessments and retrofit assessments.

Data Controller

Circular Ventures Ltd trading as EPiC Solutions
3 Victoria Avenue, Harrogate, HG1 1EQ
miranda.rickard@epic-solutions.uk
07482 126173

Data Collection

We may collect and process the following personal data:

1. **Contact Information:** Name, address, email address, and phone number.
2. **Property Information:** Details about the property, including address, type, and energy performance data.
3. **Financial Information:** Payment details for services rendered.
4. **Assessment Data:** Information collected during energy and retrofit assessments, including energy usage, retrofit recommendations, and improvement data.
5. **Communication Records:** Correspondence and communication history between you and us.

Legal Basis for Processing

We process personal data based on the following legal grounds:

1. **Consent:** When you have given explicit consent for us to process your personal data for specific purposes.

2. **Contractual Necessity:** To fulfill our contractual obligations to you, such as providing energy and retrofit assessments.
3. **Legal Obligation:** To comply with legal and regulatory requirements.
4. **Legitimate Interests:** To pursue our legitimate interests in providing and improving our services, provided these interests do not override your fundamental rights and freedoms.

Use of Personal Data

We use personal data for the following purposes:

1. **Providing Services:** To carry out domestic energy assessments and retrofit assessments and energy advice.
2. **Customer Support:** To respond to inquiries, provide customer support, and communicate with you about our services.
3. **Billing and Payments:** To process payments and manage billing.
4. **Compliance:** To comply with legal obligations and regulatory requirements.
5. **Improvement of Services:** To improve our services and develop new offerings.
6. **Marketing:** To send you information about our services, promotions, and updates, provided you have given consent.

Data Sharing and Disclosure

We do not share personal data with third parties except in the following circumstances:

1. **Service Providers:** We may share data with trusted service providers who assist us in delivering our services, such as payment processors and IT support.
2. **Legal Requirements:** When required by law, regulation, or legal process, we may disclose personal data to authorities or other relevant entities.
3. **Business Transfers:** In the event of a merger, acquisition, or sale of our business, personal data may be transferred to the new owners or stakeholders.

Data Security

We implement appropriate technical and organisational measures to protect personal data from unauthorised access, alteration, disclosure, or destruction. These measures include secure storage, encryption and access controls.

Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, and resolve disputes. The retention period may vary depending on the nature of the data and the purposes of processing.

Your Rights

Under the GDPR, you have the following rights regarding your personal data:

1. **Right to Access:** You can request access to your personal data and obtain a copy of the data we hold about you.
2. **Right to Rectification:** You can request correction of inaccurate or incomplete personal data.
3. **Right to Erasure:** You can request the deletion of personal data under certain conditions.
4. **Right to Restriction:** You can request restriction of processing under certain circumstances.
5. **Right to Data Portability:** You can request to receive your personal data in a structured, commonly used, and machine-readable format.
6. **Right to Object:** You can object to the processing of your personal data for direct marketing purposes or on grounds relating to your particular situation.
7. **Right to Withdraw Consent:** You can withdraw consent at any time, where processing is based on consent.

To exercise these rights, please contact us using the contact details provided above.

Changes to this Policy

We may update this GDPR Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the updated policy on our website and, where appropriate, through direct communication.

Contact Us

If you have any questions, concerns, or requests regarding this GDPR Privacy Policy or our data processing practices, please contact us at:

Circular Ventures Ltd trading as EPiC Solutions
3 Victoria Avenue, HARrogate, HG1 1EQ
miranda.rickard@epic-solutions.uk
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This GDPR Privacy Policy was last updated on 20/06/2024.