**Privacy Policy**

Home Comfort Smart Energy Solutions Limited is a company incorporated in Scotland with Company Number SC559691 having its registered office at 31 Ardbeg Road, Carfin, Motherwell, ML1 4FE.

Home Comfort Smart Energy Solutions Limited ("**we**", "**our**", "**us**" or "**Home Comfort**")is committed to protecting the privacy of all those with whom we do business or who visit or register with our website at www.HomeComfort.co.uk. We are the "controller" under the General Data Protection Regulations (EU) 2016/679, and are committed to protecting your information and respecting your privacy.

1. **How We Collect Your Information**
   1. We collect your personal information when you interact with us or use our services, such as when you engage our services or access our website.
   2. We collect information:
      1. when you engage with us;
      2. have an account with us; and
      3. when you contact us directly via email, phone or post.
2. **Your Information**
   1. When you visit the website or engage our services you are asked to provide information about yourself including your name, contact details, order details and payment information such as credit or debit card information.
   2. We also collect information when you contact us or provide us with feedback, including via e-mail, letter and phone.
   3. We collect technical information from your computer, such as its operating system, the device and connection type and the IP address from which you are accessing our website.
3. **Use Of Your Information**
   1. We will only process the information we collect about you if there is a reason for doing so, and if that reason is permitted under data protection law. We will have a lawful basis for processing your information if: we need to process your information in order to provide you with the service you have requested or to enter into a contract; we have your consent; we have a justifiable reason for processing your data; or we are under a legal obligation to do so.
   2. Your personal information may be used for one of the following purposes:
      1. Providing and managing the goods and/or services you require;
      2. Supplying our services or goods to you;
      3. Your personal information is required in order for us to enter into a contract with you;
      4. Communicating with you. This may include responding to emails or calls from you;
      5. Supplying you with information by email or post that you have opted-in to (you may unsubscribe or opt-out at any time by clicking the opt-out feature or making your request in writing).
   3. With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email with information, news, and offers on our services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the General Data Protection Regulation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.
4. **Cookies**

You can set your browser to refuse all or some browser cookies, or to alert you when our website request access cookies. If you disable or refuse cookies, please note that some parts of the website may become inaccessible or not function properly.

1. **Retaining Your Information**
   1. We only hold your information for as long as we need to in order to perform the services or have a valid reason to keep it.
   2. When determining how long to keep your information, we will take into account factors including:
      1. our obligations and rights in relation to the information;
      2. legal obligation(s) under applicable law to keep information for a certain period of time;

otherwise, we securely erase your information where we no longer require your information for the purposes collected. You may also delete your information by deleting your account. If you delete your account we will no longer store your information.

1. **Disclosing Your Information**

We are very careful and transparent about who else your information is shared with.

* 1. Sharing your information with third parties:

We may share your information with third party service providers. The types of third party service providers whom we share your information with includes:

* + 1. Sub-contractors: undertaking work on our behalf;
    2. Payment providers (including online payment providers and fraud detection providers): for the purposes of providing services to us, for example when they process information such as credit card payments for us, provide support services to you or carry out fraud checks for us;
    3. IT service providers (including cloud providers): for the purposes of data storage and analysis;
    4. Marketing and advertising partners: so that they can ensure that you see advertising which is more relevant to you and send you email and postal marketing on our behalf.
  1. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy when it is transferred to third parties.
  2. We may also share your information:
     1. if we are under a duty to disclose or share your information in order to comply with legal obligation or regulatory requirement.
     2. in order to enforce our contractual terms with you and any other agreement;
     3. to protect the rights of Home Comfort or others, including to prevent fraud.
  3. In some cases the personal data we collect from you might be processed outside the European Economic Area ("**EEA**") in which Home Comfort operates. These countries may not have the same protections for your personal data as the EEA has. However, we are obliged to ensure that the personal data that is processed by us and our suppliers outside of the EEA is protected in the same ways as it would be if it was processed within the EEA. There are therefore certain safeguards in place when your data is processed outside of the EEA. We ensure a similar degree of protection is afforded to it by ensuring that safeguards are implemented.

1. **Security**
   1. We take steps to protect your information from unauthorised access and against unlawful processing, accidental loss, destruction and damage.
   2. We keep all information confidential unless legislation, regulation or an act of law requires otherwise.
   3. Unfortunately, the transmission of information via the internet is not completely secure. Although we will take steps to protect your information, we cannot guarantee the security of your data transmitted to the website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.
2. **Your Rights**
   1. Under data protection law, you may have a number of rights concerning the data we hold about you. If you wish to exercise any of these rights, please contact us using the contact details set out above. Your rights include:
      1. The right to be informed.
      2. The right of access.
      3. The right to erasure.
      4. The right to lodge a complaint.
      5. The right to withdraw consent.
      6. The right to object to processing.

For additional information on your rights please contact the Information Commissioners Officer.

1. **Changes To Our Privacy Policy**
   1. Any changes to our privacy policy will be posted to the website and, where appropriate, we will notify you of the changes for example by email.
2. **Complaints**

Should you have any concerns about the handling of your personal information, do not hesitate to contact Home Comfort at *ryan@homecomfort-ses.co.uk* or writing to the address detailed above.

If you’re not satisfied with our response to any complaint or believe our processing of your information does not comply with data protection law, you can make a complaint to the Information Commissioner’s Office (ICO) using the following details:

Address: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone number: 0303 123 1113

Website: [www.ico.org.uk](about:blank)