

Privacy Policy

At Harnessing Energy Limited, we understand the need to offer an assurance to all clients and visitors to our website, that we will treat any information gathered properly. With this in mind, we have written a Privacy Policy that factors UK GDPR at its core – ensuring we adhere to the highest standards of data management.

We will only ever collect data that is essential in enabling us to provide either perspective clients, or existing clients our services. To offer some indication, below are some examples of where and what we may collect:

The places where we are likely to collect your data via these direct sources

- During face-to-face meetings
- Website enquiries (inbound to our domain)
- Email Enquiries (inbound to our mail servers)
- Telephone Enquiries (Inbound calls requesting expert support)

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email Address (Work and/or Personal)
- Postal Address
- Mobile/Work/Home Landline Telephone numbers

This information is used for the sole purpose of communicating with you, whether that be via specific documentation (hard copy presented/posted or emailed) or telephone communications.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting enquiries@harnessingenergy.co.uk, clearly stating in the subject line that the email is a request to remove consent.

(b) We have a contractual obligation.

(c) We have a legitimate interest.

From time to time, we may extract and analysis data relating to traffic that flow through and across our website, this remain anonymous and is not unique to you:

- IP Address
- Browser Type
- Access Time/s
- Referring URL

It is essential to state that we do not sell or lend the data we manage under any circumstances. There may be occasion, where as part of a solution we are providing, we need to work with a 3rd party and share limited information. We do so only with fully vetted and trusted partners/associates and have confidence that they will manage your data to the same exacting standards we do.

How we store your personal information

Your information is securely stored.

We keep such information for 7 years. We will then dispose your information by deleting from all digital repositories, along with destruction of any paper files.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us enquiries@harnessingenergy.co.uk if you wish to make a request.

How to complain

If you have any concerns, questions, or queries about privacy, please do not hesitate to contact use using the details below.

Our contact details

E-mail: enquiries@harnessingenergy.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>