

## OVERVIEW

At Plug In Solar Ltd we are committed to maintaining the trust and confidence of our visitors to our web site. Plug-In Solar do not sell, rent or trade email lists with other companies or businesses for marketing purposes. In this Privacy Policy, we provide detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

## HOW WE USE YOUR DATA

Plug-In Solar uses your personal data.

- To provide goods and services to you.
- To manage any registered account(s) that you hold with us.
- With your agreement, to contact you electronically about promotional offers and products and services which we think may interest you.
- To enable Plug-In Solar to manage customer service interactions with you.
- Where we have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute).

## WHAT PERSONAL DATA DO WE COLLECT?

Plug-In Solar may collect the following information about you:

- Your full name.
- Your contact details: postal address (including billing and delivery addresses), telephone numbers (including mobile numbers) and e-mail address.
- Purchases, enquires and orders made by you.
- Your account password(s).
- Your communication and marketing preferences.
- Your correspondence and communications with Plug-In Solar.
- Other publicly available personal data, including any, which you have shared via a public platform (such as a Twitter feed or public Facebook page).

Our website is not intended for children and we do not knowingly collect data relating to children.

This list is not exhaustive and, in specific instances, we may need to collect additional data for the purposes set out in this Policy. Some of the above personal data is collected directly, for example when you set up an on-line account on our websites, or send an email to us.

## HOW LONG DO WE KEEP YOUR DATA?

We will not retain your data for longer than necessary for the purposes set out in this Policy. Different retention periods apply for different types of data, however the longest we will normally hold any personal data is 6 years.

## HOW WE PROTECT YOUR DATA

Plug-In Solar is committed to keeping your personal data safe and secure.

Our security measures include:

- Encryption of data.
- Regular cyber security assessments of all service providers who may handle your personal data.
- Internal policies setting out our data security approach and training for employees.

## LEGAL BASIS FOR PLUG-IN SOLAR PROCESSING CUSTOMER DATA

Plug-In Solar collects and uses customers' personal data because it is necessary for:

- The pursuit of our legitimate business interests (as set out below).
- The purposes of complying with our duties and exercising our rights under a contract for the sale of goods to a customer.
- Complying with our legal obligations.

## OUR LEGITIMATE BUSINESS INTERESTS

The normal legal basis for processing customer data, is that it is necessary for the legitimate interests of Plug-In Solar, including:

- Selling and supplying goods and services to our customers.
- Promoting, marketing and advertising our products and services.
- Sending promotional communications, which are relevant to individual customers.
- Improving existing products and services and developing new products and services.
- Complying with our legal and regulatory obligations.
- Handling customer contacts, queries, complaints or disputes.
- Fulfilling our duties to our customers, colleagues and shareholders.

## COOKIE POLICY

Like most websites, the Plug-In Solar website uses cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smart 'phones or 'tablets') as you browse this website. They are used to 'remember' when your computer or device accesses our websites. Cookies are essential for the effective operation of our website and to help you shop with us online. They are also used to tailor the products and services offered and advertised to you on our website.

Some cookies collect information about browsing and purchasing behaviour when you access this website via the same computer or device. This includes information about pages viewed, products purchased and your journey around a website. We do not use cookies to collect or record information on your name, address or other contact details.

### *How are cookies managed?*

The cookies stored on your computer or other device when you access our websites are designed by Plug-In Solar, or on behalf of Plug-In Solar, and are necessary to enable you to make purchases on our website.

### ***What are cookies used for?***

Cookies are used for technical purposes essential to effective operation of our websites, particularly in relation to on-line transactions and site navigation.

### ***What happens if I disable cookies?***

This depends on which cookies you disable, but in general the Plug-In Solar website may not operate properly if cookies are switched off. If you only disable third party cookies, you will not be prevented from making purchases on our sites. If you disable all cookies, you will be unable to complete a purchase on our sites.

## **GOOGLE ANALYTICS**

When someone visits [www.pluginsolar.co.uk](http://www.pluginsolar.co.uk) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

## **MAILING LISTS**

As part of the order process, we collect personal information. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We never rent or trade email lists with other organisations and businesses.

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer as detailed below.

## **ACCESS TO YOUR PERSONAL INFORMATION**

Under GDPR, you are entitled to view, amend, or delete the personal information that we hold. You can contact us in order to do this by calling 01444 672005, emailing your request to our data protection officer Mark Chewter ([mark@pluginsolar.co.uk](mailto:mark@pluginsolar.co.uk)), or by writing to us at Plug-In Solar Ltd, 289 London Road, Burgess Hill, West Sussex, RH15 9QU.

## **CHANGES TO THIS PRIVACY NOTICE**

We keep our privacy notice under regular review. This privacy notice was last updated on 1st August 2023.