

# Privacy Policy

## **Energ-Ease privacy policy in compliance with General Data Protection Regulation (GDPR)**

This privacy policy sets out how Energ-Ease uses and protects any information that you give us when you use our website or our services.

Energ-Ease is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

This policy applies where we are acting as a data controller with respect to the personal data of our website visitors and service users; in other words, where we determine the purposes and means of the processing of that personal data.

Energ-Ease may change this policy from time to time by updating this page. You should check this page to ensure that you are happy with any changes. This policy is effective from April 2019.

### **What we collect**

We may collect the following information:

- Name
- Date of Birth
- Contact information including email address and telephone number
- Postal address
- other information relevant to customer health and wellbeing (this information is not stored electronically)
- Energ-Ease may process information that you provide us with in relation to purchases, be it payment for services or goods. This information may include your contact details, card details and transaction details. This data may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions. The legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract and our legitimate interests, namely our interest in the proper administration of our website and business.

### **What we do with the information we gather**

We require this information to understand your needs and provide you with a tailored service and, in particular, for the following reasons:

- Internal record keeping;
- We will use the information to be able to provide you with a tailored service;
- We may periodically send promotional emails about special offers or other information which we think you may find interesting using the email address which you have provided, but only if you have given us permission to do so;
- We may contact you by email or phone about your appointments (reminders).

The only personal data we store electronically is your name, telephone number and email address

- Your name and phone number are saved electronically in our phone so that we can call or sms you regarding your appointments
- Your name and email address are stored electronically in our email system so that we can contact you regarding your appointments
- Your name, email address and mobile phone number are stored in our contacts data base (which is connected to our booking scheduler) so that we can send you an email reminder a week before your appointment.

## **Security**

Energ-Ease is committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **How we use cookies**

Energ-Ease use cookies to give you the best possible experience when visiting our site.

Cookies are small text files that are stored on the visitors computer and are used to track what the visitor is doing on the website.

There are two main types of cookies;

1. A persistent cookie, which is stored on the visitor's computer during a selected time;
2. A session cookie, which is stored temporarily in the computer memory when the visitor is browsing the site, the session cookie disappears when you close your browser.

Energ-Ease use cookies to:

1. Improve the user experience of the site, by for example by adapting the site to reflect the visitors requirements, choices and interests;
2. Provide information for web site statistics regarding the use of the site;
3. Follow advertisement in media to adapt our services to help you receive more relevant offers.

Energ-Ease also use cookies from third-party providers. These are used mainly to analyse user behaviour with the purpose to improving user experience, and to offer more relevant advertising.

## **You can choose if you want to accept cookies**

If you do not want to accept the use of cookies, you can adjust the system settings in your browser. Certain functionality can only be used if your browser allows cookies.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website or a medical questionnaire at your first visit to Energ-Ease, we do not use that information for direct marketing purposes unless you tell us that you wish this to happen.
- We will never sell, distribute or lease your personal information to third parties unless we are required by law to do so.
- We may use your personal information to send you promotional information about Energ-Ease or third parties which we think you may find interesting but only if you tell us that you wish this to happen.

You have the right to know what personal information we hold about you. You may request this information by emailing us or by using the contact form on the 'contact us' page.

If you believe that any information we hold on you is incorrect or incomplete, please write to or email us as soon as possible at the address on our website or by using the contact form on the 'contact us' page. We will promptly correct any information found to be incorrect.

You have the right to ask us to delete any information we hold on you. Please write to us, email us or by using the contact form on the 'contact us' page, which specific data you would like us to remove.

## **Your payments to us**

When you pay Energ-Ease for goods or services then your payment details are handled by our payment service providers, Stripe. Energ-Ease share transaction data with Stripe only for the purpose of processing your payments or refunding such payments. If you would like to know what Stripe's privacy policy is then please go to the following address: <https://stripe.com/gb/privacy>

## **Our details**

This website is owned and operated by Energ-Ease and updated by Wix. <https://www.wix.com>

The principal place of business is at 38 Leslie Close, Littleover, Derby DE234AW.

You can contact us:

- using our website contact form
- by telephone, on the contact number published on our website; or
- by email, using the email address published on our website.

## **Amendments**

- We may update this Privacy Policy from time to time so please check it occasionally to make sure you are still happy with it.