



What is the purpose of this Privacy Notice?

This privacy notice is provided by PelletCo Limited the supplier of renewable energy products and services. References to 'we' 'us' and 'our' in this notice are references to PelletCo Limited.

We are a controller of your personal data under applicable data protection laws, including from 25 May 2018, the General Data Protection Regulation ('GDPR'). We, as a controller must determine why and how we collect and use your personal data.

When you interact with us we collect information about you which constitutes personal data under the GDPR. This privacy notice explains how we collect, use, share and protect your personal data.

What kind of personal data do we collect about you and how do we collect it?

We collect personal data from you such as your name, residential and email address, telephone numbers, bank account details and debit or credit card details.

We may collect your personal data when : (1) you provide it to us on our websites; (2) you provide it to us in correspondence and conversations with our representatives and intermediaries.

How will we use your personal data?

This section explains for what purposes we hold your personal data and on which legal bases we rely. Our legal bases will include

- a) To perform our contracts with you
- b) To comply with our legal obligations including those laid down in tax, health & safety, company and renewable energy laws.
- c) To pursue our legitimate interests which do not override your interests or fundamental rights for example :
 - 1) Recovery of debts;
 - 2) Mitigating business and operational risks and protecting our interests;
 - 3) Investigating and preventing fraud and other crime;
 - 4) Purchasing goods and services from third parties which support us in providing our goods services to you and complying with our legal obligations;
 - 5) Recording and monitoring calls and electronic communications for record keeping, security, quality, staff training and other business purposes;
 - 6) Developing, improving and informing you about our products, services and marketing events that may be of interest to you or the organisation you represent;
 - 7) Maintaining the relationship and otherwise interacting with you;

Who do we share your personal data with?

We may share your personal data for the purposes described in this privacy notice with our affiliates, intermediaries, service providers, agents and delegates, such as hauliers, insurers, payment providers, auditors, cargo surveyors and suppliers of inputs and services.

We may disclose your personal data to other third parties such as courts, governmental agencies, tax and other regulatory authorities, where we believe we are legally obliged to do so and /or to comply with applicable laws, legal processes, investigations or to protect our rights and interests.

How do we protect your personal data?

To protect the security of your personal data we use appropriate technical and organisational security measures which include physical and technical safeguards and we implement a governance model that ensures adequate policies, procedures and controls are in place.

How long do we hold your personal data for?

We may retain your personal data as long as it remains necessary in relation to the purposes we collected the information for. When determining the appropriate retention period we consider our contractual, legal and regulatory obligations, internal data retention policies and our legitimate business interests as described in this privacy notice.

What are your rights in relation to the personal data we hold about you?

Subject to the conditions prescribed in applicable laws, you have the right :

- a) To access, rectify or request erasure of your personal data;
- b) To ask us to restrict processing of it;
- c) To request portability of it;
- d) To object, on grounds relating to your particular situation, to processing of your personal data which is based on our or a third party's legitimate interests;
- e) To object to processing of your personal data for direct marketing purposes.

You can exercise these rights by contacting us as follows:

by phone on **0845 498 9020**
email **info@pelletco.co.uk**

Please state that your query relates to a data protection issue.

You also have the right to lodge a complaint with [Information Commissioners Office](#) if you consider that the processing of your personal data infringes the GDPR.