

PRIVACY NOTICE

We, Vibrant Energy Matters Limited, a company registered at Companies House with number 06755736, may become a controller responsible for your personal data. We collect and process your personal data when you visit our website or provide information requested to us.

This privacy notice provides information on how we collect and process your personal data when you visit our website.

The data we collect about you

We may collect, use, store and transfer different kinds of personal data about you as follows:

- Personal identifiers & contact details (telephone number, email address, billing address, delivery address)
- Financial details
- Profile data (if you create a profile this will record any purchases you have made and your details will be stored by the host platform)
- Usage Data (information about how you use our website, products and services)
- Technical Data (internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website)

How we use your personal data

We will only use your personal data for the purpose for which we collected it which includes the following:

- Providing a service to you.
- To contact you from time to time with updates or information about our products or services.
- For marketing purposes.
- To process any payments or recover any debt.
- To notify you about any changes to our policies.
- To make suggestions and recommendations to you about goods or services that may be of interest to you

How we store your information

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Your information is securely stored within our digital and cloud database.

Data retention

We only retain your personal data for as long as necessary to fulfil the purposes we collect it for.

How we share your personal data

We respect your privacy and are committed to protecting your personal data. Subject to the exception below, we will not knowingly share your data with third parties without your consent.

There may be exceptional occasions where we need to disclose your data to others - where there is a requirement by law or where a transaction reasonably requires it.

Your legal rights

For details of your rights under data protection laws, including the right to receive a copy of the personal data we hold about you and the right to make a complaint at any time to the Information Commissioner's Office, the UK regulator's website for data protection issues is www.ico.org.uk.