
PRIVACY POLICY

BACKGROUND:

Happy Energy Solutions Ltd. understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website, www.heatflex.org.uk. Our Site and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is deemed to occur upon your first use of Our Site.

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

“Account”	means an account required to access and/or use certain areas and features of our Site;
“Cookie”	means a small text file placed on your computer or device by our Site when you visit certain parts of our Site and/or when you use certain features of our Site. Details of the Cookies used by our Site are set out in Part 14, below; and
“Cookie Law”	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;

2. Information About Us

Our Site is owned and operated by Happy Energy Solutions Ltd., a company registered in England under company number 08487950.

Registered address: Lowin House, Tregolls Road, Truro, TR1 2NA

Main trading address: Tintagel House, 92 Albert Embankment, London, SE1 7TY

Data Protection Officer: Louise Johnson.

Email address: info@heatflex.org.uk.

3. What Does This Policy Cover?

This Privacy Policy applies only to your use of **our** Site. **our** Site may contain links to other websites. Please note that **we** have no control over how your data is collected, stored, or used by other websites and **we** advise you to check the privacy policies of any such websites before providing any data to them.

4. What Is Personal Data?

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference

to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

5. What Are My Rights?

Under the Data Protection Legislation, you have the following rights, which **we** will always work to uphold:

- a) The right to be informed about **our** collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact **us** to find out more or to ask any questions using the details in Part 15.
- b) The right to access the personal data **we** hold about you. Part 13 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by **us** is inaccurate or incomplete. Please contact **us** using the details in Part 15 to find out more.
- d) The right to be forgotten, i.e. the right to ask **us** to delete or otherwise dispose of any of your personal data that **we** hold. Please contact **us** using the details in Part 15 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to **us** using your personal data for a particular purpose or purposes.
- g) The right to withdraw consent. This means that, if **we are** relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- h) The right to data portability. This means that, if you have provided personal data to **us** directly, **we are** using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask **us** for a copy of that personal data to re-use with another service or business in many cases.
- i) Rights relating to automated decision-making and profiling. **We** do not use your personal data in this way.

For more information about **our** use of your personal data or exercising your rights as outlined above, please contact **us** using the details provided in Part 15.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data **we** hold about you changes, please keep **us** informed as long as **we** have that data.

Further information about your rights can also be obtained from the Information Commissioner’s Office or your local Citizens Advice Bureau.

If you have any cause for complaint about **our** use of your personal data, you have the right to lodge a complaint with the Information Commissioner’s Office. **We** would welcome the opportunity to resolve your concerns **ourselves** however, so please contact **us** first, using the details in Part 15.

6. What Data Do You Collect and How?

Depending upon your use of **our** Site, **we** may collect and hold some or all of the personal and non-personal data set out in the table below, using the methods also set out in the table. Please also see Part 14 for more information our use of Cookies and similar technologies and **our** Cookie Policy. **We** do not collect any[‘special category’ or ‘sensitive’ personal data **or** personal data relating to children **or** data relating to criminal convictions and/or offences.

Data Collected	How We Collect the Data
Identity Information including name, title	Contact Form
Contact information including address, email, telephone number.	Contact Form
Business information including organisation name, job title, address	Contact Form.

7. How Do You Use My Personal Data?

Under the Data Protection Legislation, **we** must always have a lawful basis for using personal data. The following table describes how **we may** use your personal data, and **our** lawful bases for doing so:

What We Do	What Data We Use	Our Lawful Basis
Communicating with you.	Business Contact Information.	Legitimate interest user supplied data in order for contact to be made.
Supplying you with information by email AND/OR post that you have opted-in-to (you may opt-out at any time by unsubscribing).	Business Contact Information	Legitimate interest user supplied data in order for contact to be made.

We will only use your personal data for the purpose(s) for which it was originally collected unless **we** reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If **we** do use your personal data in this way and you wish **us** to explain how the new purpose is compatible with the original, please contact **us** using the details in Part 15.

If **we** need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, **we** will inform you and explain the legal basis which allows **us** to do so.

In some circumstances, where permitted or required by law, **we** may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

8. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for

the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Type of Data	How Long We Keep It
Identity Information including name, title	Whilst continuing to communicate with yourself and / or to comply with any contracts that relate to any contact
Contact information including address, email, telephone number.	Whilst continuing to communicate with yourself and / or to comply with any contracts that relate to any contact
Business information including organisation name, job title, address	Whilst continuing to communicate with yourself and / or to comply with any contracts that relate to any contact

9. How and Where Do You Store or Transfer My Personal Data?

We will store or transfer some of your personal data within the UK. This means that it will be fully protected under the Data Protection Legislation.

We will store or transfer some of your personal data within the European Economic Area (the “EEA”). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the Data Protection Legislation, GDPR, and/or to equivalent standards by law.

We may store some or all of your personal data in countries outside of the UK. These are known as “third countries”. We will take additional steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation as follows:

We will use specific approved contracts which ensure the same levels of personal data protection that apply under the Data Protection Legislation. For further information, please refer to the Information Commissioner’s Office.]

Please contact **us** using the details below in Part 15 for further information about the particular data protection mechanisms used by **us** when transferring your personal data to a third country.

The security of your personal data is essential to **us** and to protect your data, **we** take a number of important measures, including the following:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner’s Office where **we are** legally required to do so;
- there are specific procedures in place to deal with this.

10. Do You Share My Personal Data?

We will not share any of your personal data with any third parties for any purposes, subject to the following exceptions.

If **we** sell, transfer, or merge parts of **our** business or assets, your personal data may be transferred to a third party. Any new owner of **our** business may continue to use your personal data in the same way(s) that **we** have used it, as specified in this Privacy Policy.

In some limited circumstances, **we** may be legally required to share certain personal data, which might include yours, if **we are** involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

If any of your personal data is shared with a third party, as described above, **we** will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, **our** obligations, and the third party's obligations under the law, as described above in Part 9.

If any personal data is transferred outside of the EEA, **we** will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above in Part 9.

11. **How Can I Control My Personal Data?**

11.1 In addition to your rights under the Data Protection Legislation, set out in Part 5, when you submit personal data via **our** Site, you may be given options to restrict **our** use of your personal data. In particular, **we** aim to give you strong controls on **our** use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from **us** which you may do by unsubscribing using the links provided in **our email**).

11.2 You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service ("the TPS"), the Corporate Telephone Preference Service ("the CTPS"), and the Mailing Preference Service ("the MPS"). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

12. **Can I Withhold Information?**

You may access **our** Site without providing any personal data at all.

You may restrict **our** use of Cookies. For more information, see Part 14 and **our** Cookie Policy.

13. **How Can I Access My Personal Data?**

If you want to know what personal data **we** have about you, you can ask **us** for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 15.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover **our** administrative costs in responding.

We will respond to your subject access request within **21 days** and, in any case, not

more than one month of receiving it. Normally, **we** aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date **we** receive your request. You will be kept fully informed of **our** progress.

14. How Do You Use Cookies?

Our Site may place and access certain first-party Cookies on your computer or device. First-party Cookies are those placed directly by **us** and are used only by **us**, **we** use Cookies to facilitate and improve your experience of **our** Site and to provide and improve **our** product **AND/OR** services. **We** have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

By using **our** Site, you may also receive certain third-party Cookies on your computer or device. Third-party Cookies are those placed by websites, services, and/or parties other than **us** Third-party Cookies are used on **our** Site for analytical purposes. For more details, please refer to the table below. These Cookies are not integral to the functioning of **our** Site and your use and experience of **our** Site will not be impaired by refusing consent to them.

All Cookies used by and on **our** Site are used in accordance with current Cookie Law.

Before Cookies are placed on your computer or device, you will be shown a pop-up requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling **us** to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of **our** Site may not function fully or as intended.

The following first-party Cookies may be placed on your computer or device:

Name of Cookie	Purpose	Strictly Necessary
15. Session (Transient) cookies	16. These cookies are erased when you close your browser, and do not collect information from your computer. They typically store information in the form of a session identification that does not personally identify the user.	Yes
17. Persistent (Permanent/Stored) cookies	18. These cookies are stored on your hard drive until they expire (i.e based on a set expiration date) or until you delete them. These cookies are used to collect identifying information about the user, such as Web surfing behaviour or user preferences for a specific site.	No

and the following third-party Cookies may be placed on your computer or device:

Name of Cookie	First / Third Party	Provider	Purpose
_ga	First	Google	Used to distinguish users.

Name of Cookie	First / Third Party	Provider	Purpose
_gid	First	Google	Used to distinguish users.
_gat	First	Google	Used to throttle request rate. If Google Analytics is deployed via Google Tag Manager, this cookie will be named <code>_dc_gtm_<property-id></code> .
AMPT_TOKEN	First	Google	Contains a token that can be used to retrieve a Client ID from AMP Client ID service. Other possible values indicate opt-out, inflight request or an error retrieving a Client ID from AMP Client ID service.
_gac<property-id>	First	Google	Contains campaign related information for the user. If you have linked your Google Analytics and AdWords accounts, AdWords website conversion tags will read this cookie unless you opt-out
__utma	First	Google	Used to distinguish users and sessions. The cookie is created when the javascript library executes and no existing __utma cookies exists. The cookie is updated every time data is sent to Google Analytics.
__utmt	First	Google	Used to throttle request rate.
__utmb	First	Google	Used to determine new sessions/visits. The cookie is created when the javascript library executes and no existing __utmb cookies exists. The cookie is updated every time data is sent to Google Analytics.
__utmc	First	Google	Not used in ga.js. Set for interoperability with urchin.js. Historically, this cookie operated in conjunction with the <code>__utmb</code> cookie to determine whether the user was in a new session/visit.
__utmz	First	Google	Stores the traffic source or campaign that explains how the user reached your site. The cookie is created when the javascript

Name of Cookie	First / Third Party	Provider	Purpose
			library executes and is updated every time data is sent to Google Analytics.
__utmv	First	Google	Used to store visitor-level custom variable data. This cookie is created when a developer uses the <code>_setCustomVar</code> method with a visitor level custom variable. This cookie was also used for the deprecated <code>_setVar</code> method. The cookie is updated every time data is sent to Google Analytics.
__utmx	First	Google	Used to determine a user's inclusion in an experiment.
__utmxx	First	Google	Used to determine the expiry of experiments a user has been included in.
_gaexp	First	Google	Used to determine a user's inclusion in an experiment and the expiry of experiments a user has been included in.

our Site uses analytics services provided by Google. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling **us** to better understand how **our** Site is used. This, in turn, enables **us** to improve **our** Site and the products **AND/OR** services offered through it.

The analytics service(s) used by **our** Site use(s) Cookies to gather the required information. You do not have to allow **us** to use these Cookies, however whilst **our** use of them does not pose any risk to your privacy or your safe use of **our** Site, it does enable **us** to continually improve **our** Site, making it a better and more useful experience for you.

The analytics service(s) used by **our** Site use(s) the following Cookies:

Name of Cookie	First / Third Party	Provider	Purpose
_ga	First	Google	19. Used to distinguish users.
_gid	First	Google	20. Used to distinguish users.
_gat	First	Google	Used to throttle request rate. If Google Analytics is deployed via Google Tag Manager, this cookie will be named <code>_dc_gtm_<property-id></code> .
AMPT_TOKEN	First	Google	Contains a token that can be used to retrieve a Client ID

Name of Cookie	First / Third Party	Provider	Purpose
			from AMP Client ID service. Other possible values indicate opt-out, inflight request or an error retrieving a Client ID from AMP Client ID service.
_gac<property-id>	First	Google	Contains campaign related information for the user. If you have linked your Google Analytics and AdWords accounts, AdWords website conversion tags will read this cookie unless you opt-out
__utma	First	Google	21. Used to distinguish users and sessions. The cookie is created when the javascript library executes and no existing __utma cookies exists. The cookie is updated every time data is sent to Google Analytics.
__utmt	First	Google	22. Used to throttle request rate. 23.
__utmb	First	Google	24. Used to determine new sessions/visits. The cookie is created when the javascript library executes and no existing __utmb cookies exists. The cookie is updated every time data is sent to Google Analytics. 25.
__utmc	First	Google	26. Not used in ga.js. Set for interoperability with urchin.js. Historically, this cookie operated in conjunction with the __utmb cookie to determine whether the user was in a new session/visit. 27.
__utmz	First	Google	28. Stores the traffic source or campaign that explains how the user reached your site. The cookie is created when the

Name of Cookie	First / Third Party	Provider	Purpose
			javascript library executes and is updated every time data is sent to Google Analytics.
__utmv	First	Google	29. Used to store visitor-level custom variable data. This cookie is created when a developer uses the _setCustomVar method with a visitor level custom variable. This cookie was also used for the deprecated _setVar method. The cookie is updated every time data is sent to Google Analytics. 30.
__utmz	First	Google	31. Used to determine a user's inclusion in an experiment.
__utmx	First	Google	32. Used to determine the expiry of experiments a user has been included in.
_gaexp	First	Google	33. Used to determine a user's inclusion in an experiment and the expiry of experiments a user has been included in.

In addition to the controls that **we** provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

34. **How Do I Contact You?**

To contact **us** about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Louise Johnson):

Email address: info@heatflex.org.uk.

35. **Changes to this Privacy Policy**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if **we** change **our** business in a way that affects personal data protection.

Any changes will be immediately posted on **our** Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of **our** Site following the alterations. **We** recommend that you check this page regularly to keep up-to-date. This Privacy Policy was last updated on 1st March 2023.