

Introduction:

Elite Solar is committed to protecting and respecting the privacy of our website users.

This privacy policy explains how we collect, use, and store personal information that you provide to us through our website elite-solar.co.uk . We are committed to protecting your privacy and complying with the General Data Protection Regulation (GDPR) requirements. By using our website, you accept and consent to the practices described in this policy.

Data Controller:

Elite Solar Ltd is the data controller of the personal information collected through our website.

Information Collected:

We may collect and process the following types of personal information:

- Contact information, such as your name, email address, phone number, and postal address.
- Information that you provide by filling in forms on our website, such as the contact form, newsletter subscription form, and the request a quote form.
- Information that you provide when you interact with us through our social media channels.
- Technical information, such as your IP address, browser type and version, time zone setting, browser plug-in types and versions, and operating system and platform.
- Usage data, such as information about how you use our website, including the pages you visit and the links you click.
- Other information relevant to customer surveys and/or offers.

Use of Information:

We may use your personal information for the following purposes:

- To provide you with information or services that you request from us.
- To respond to your inquiries and requests.
- To send you marketing communications, if you have subscribed to our newsletter.
- To improve our website and the services we provide.
- To monitor and analyse the usage of our website.
- To comply with legal obligations.

Legal Basis for Processing:

We will process your personal information based on the following legal bases:

- Consent: If you have provided your consent to the processing of your personal information for a specific purpose, such as subscribing to our newsletter.
- Contractual obligation: If we need to process your personal information to perform a contract with you, such as providing you with a quote for our services.
- Legal obligation: If we need to process your personal information to comply with a legal obligation, such as responding to a court order.
- Legitimate interest: If we have a legitimate interest in processing your personal information, such as analysing the usage of our website to improve our services.

Disclosure of Information:

We may disclose your personal information to the following third parties:

- Our employees, contractors, and agents who require your personal information to perform their duties.
- Our service providers who provide us with services such as hosting, analytics, and marketing.
- Law enforcement agencies or other governmental bodies if we are required to do so by law or in the good faith belief that such action is necessary to comply with legal obligations.

Data Retention:

We will retain your personal information for as long as necessary to fulfil the purposes for which it

was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Your Rights:

You have the following rights regarding your personal information:

- The right to access your personal information that we hold about you.
- The right to rectify any inaccurate or incomplete personal information we hold about you.
- The right to request the erasure of your personal information.
- The right to restrict or object to the processing of your personal information.
- The right to data portability.
- The right to withdraw your consent at any time, if we are processing your personal information based on your consent.

To exercise any of these rights, please contact us using the contact details provided below.

Cookies:

We use cookies to improve the user experience of our website. You can choose to accept or decline cookies through your browser settings. For more information about the cookies we use, please see our cookie policy.

Third-Party Links:

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices or content of these third-party websites or services. We encourage you to read the privacy policies of these third-party websites or services before providing any personal information.

Security:

We take appropriate technical and organisational measures to ensure the security of your personal information and to protect it against unauthorised or unlawful processing and accidental loss, destruction, or damage. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee the absolute security of your personal information.

Changes to This Privacy Policy:

We may update this privacy policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We encourage you to review this privacy policy periodically to stay informed about our practices.

Contact Us:

If you have any questions or concerns about this privacy policy or our practices regarding your personal information, please contact us at hello@elite-solar.co.uk