

Maybury Energy Services GDPR Privacy Policy

1. Introduction

Maybury Energy Services is committed to protecting the privacy and personal data of our customers, employees, and stakeholders. This Privacy Policy outlines our commitment to complying with the General Data Protection Regulation (GDPR) and our approach to handling personal data when providing solar PV, battery storage, heat pump, and EV charger installation services.

We are dedicated to maintaining the highest standards of privacy and security for all personal data we collect and process.

2. Data Collection and Processing

We collect and process personal data, including names, addresses, phone numbers, email addresses, and proof of benefits (for eligibility checks), in order to:

Assess eligibility for funding.

Carry out installations of solar PV systems, battery storage, heat pumps, and EV chargers.

We ensure that personal data collected is limited to what is necessary for these specified purposes and will not be used for any other incompatible purposes.

3. Lawfulness of Processing

We process personal data based on the following legal grounds:

Consent: We obtain consent from individuals when processing their personal data for purposes not covered by contractual obligations or warranty requirements.

Contractual Necessity: We process personal data where necessary to fulfil contracts or pre-contractual obligations with individuals.

Warranty Obligations: We process personal data as required to fulfil any warranty obligations for the products and services we provide.

4. Data Security Measures

We take the security of personal data seriously and have implemented appropriate technical and organisational measures to protect it. Personal data is stored and processed securely using Microsoft 365, which provides built-in security features such as:

Encryption of data at rest and in transit.

Access controls to limit who can view and modify personal data.

Regular security updates and patches.

We also enforce strong internal security policies, including two-factor authentication for staff accessing personal data, to ensure the continued security of personal data.

5. Data Subject Rights Handling

As an individual, you have the right to request access to, rectification of, erasure of, or restriction of your personal data. If you wish to exercise any of your rights under GDPR, you can submit a request by contacting us using the information provided below.

Maybury Energy Services Ltd. Registered in England, United Kingdom. Registration Number: 13923497 VAT Registered: GB420661428

We are committed to responding to any data subject request within the specified timeframe of 30 calendar days, in accordance with GDPR requirements.

6. Data Transfers

We do not transfer personal data outside of the European Economic Area (EEA). Additionally, we do not engage with any international partners or providers for data processing. Any third-party services we use for data storage or processing are based within the EEA, and we ensure they comply with GDPR standards.

7. Data Retention

Personal data collected for eligibility checks and installations will be retained for a period of 5 years from the date of collection, after which it will be securely deleted or anonymised. This retention period ensures that we comply with any legal or regulatory requirements while safeguarding your privacy.

8. Data Breach Response

In the event of a data breach, we will take immediate action to mitigate any potential harm. This includes:

Shutting down affected systems to prevent further exposure.

Deleting or securing vulnerable data to reduce the risk of harm.

We are committed to notifying the relevant supervisory authority, such as the Information Commissioner's Office (ICO), within 72 hours of becoming aware of a breach, as required by GDPR. If the breach poses a high risk to the rights and freedoms of individuals, we will inform affected individuals without undue delay.

9. Training and Awareness

We ensure that all employees receive induction training on data protection principles and GDPR compliance. Additionally, we conduct quarterly toolbox talks to reinforce data protection awareness and ensure ongoing compliance with GDPR.

10. Contact Information

If you have any questions or concerns regarding this Privacy Policy, or if you wish to exercise any of your rights as a data subject, please contact us:

Email: info@mayburyenergyservices.co.uk

Postal Address: Unit 5, Paradise Industrial Estate, Eden Street, Coventry, West-Midlands, United Kingdom. CV6 5HE

Phone: +44 (0)333 358 0096

We will handle all requests in accordance with GDPR requirements.

11. Updates to This Policy

This Privacy Policy may be updated from time to time to reflect changes in our data processing practices or legal requirements. Any changes will be communicated via this page, and we will provide clear notice to customers if any significant changes affect how we handle your personal data.