



**orchid**  
ENERGY

Orchid Energy Ltd  
85 Priors Croft  
Woking  
Surrey  
GU22 9EZ  
01483 963711  
[www.orchidenergy.co.uk](http://www.orchidenergy.co.uk)  
[info@orchidenergy.co.uk](mailto:info@orchidenergy.co.uk)

## Privacy Policy

BY REQUESTING A QUOTE, USING OUR SERVICES AND/OR BY PROVIDING US WITH ANY PERSONAL DATA, YOU GIVE YOUR EXPLICIT CONSENT THAT ALL PERSONAL DATA THAT YOU SUBMIT MAY BE PROCESSED BY US IN THE MANNER AND FOR THE PURPOSES DESCRIBED IN THE FOLLOWING PRIVACY POLICY AND IN COMPLIANCE WITH THE EFFECTIVE LAWS AND REGULATIONS ON PERSONAL DATA.

## Orchid Energy Privacy Policy

### Respecting Your Privacy

We are committed to protecting and respecting your privacy. This Policy explains to you how we use any personal information we collect from you when you email us, use our website [www.orchidenergy.co.uk](http://www.orchidenergy.co.uk), or when you provide us with any personal data.

We keep certain information when you contact us/visit our website, or when you purchase services from us, and recognise the importance of keeping that information secure and letting you know what data we have and what we will do with it. You may choose to provide us with information that is considered personal data. The term "personal data" as used in this Policy refers to information such as your name, e-mail address, mailing address, telephone number, or any other data that can be used to identify you.

## Data Controller Information

The aforementioned website is owned by us and we are the Data Controller, ensuring that we manage your data fairly and securely.

If you contact us, hire us for a service, or otherwise take any action that involves providing personal data, you consent to this Policy, as well as to the storage of your data by us and to the collection, processing, transfer, and storage of your personal data by us and necessary third party applications (e.g. accounting software) in various countries as needed to process your requested action.

## What Information Do We Collect About You?

We collect information from you when you fill out a contact form on our website, when you send us an email, when we provide a quote for our services, and when you purchase a service from us.

When someone visits [www.orchidenergy.co.uk](http://www.orchidenergy.co.uk), we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

We will make it clear when we collect personal information and will explain what we intend to do with it. For example - your name and address will be stored so that we can send future invoices. With your permission we may also email you with updates and changes to our services or other relevant information.

The type of data we hold may include:

- Name
- Address
- Email address
- Telephone Number
- Your company name
- Any feedback you have given us
- Banking information if payment is processed through BACS

## How Will We Use The Information About You?

We use the information you provide to give quotes for services, process your invoices, book services in our calendar, carry out services, and request feedback.

You may receive an email with updates to our services if you have joined our mailing list, unless you have opted out of receiving that marketing.

If you are currently receiving that email from us and would like to unsubscribe, you can do so by emailing us: [info@orchidenergy.co.uk](mailto:info@orchidenergy.co.uk)

We will not share your personal data with other companies for marketing purposes.

## Lawful Basis for Processing Data

Orchid Energy use our customers' data when we need to do so in order to carry out the contract we are about to enter/have entered into with you. When you request a quote or book our services, we need certain data in order to be able to provide you with the quote or service you have requested.

We may also request and collect feedback from clients which we use to help us continue to ensure high quality services and customer satisfaction.

If you have joined our mailing list, you will receive emails from us with information and updates about our services. You have the right to unsubscribe, by replying to the email, or you can ask to be removed by sending an email to [info@orchidenergy.co.uk](mailto:info@orchidenergy.co.uk)

## Access to your Information and Correction

You have the right to request a copy of the information that we hold about you, or to ask us to delete it. If you would like a copy of/for us to delete some or all of your personal information, you can email us at: [info@orchidenergy.co.uk](mailto:info@orchidenergy.co.uk)

We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove information that you think is inaccurate.

If you think there is a problem with the way we are handling your data please inform us in writing and we will address it immediately. If you are still not satisfied you have a right to complain to the Information Commissioner's Office (ICO).

## Other Websites

At times we may use software/websites of a third-party vendor we have retained to perform services on my behalf (for example, invoicing software).

You will know that you are on a third-party vendor's website because it will have a different appearance and the address bar on your browser will change. At the time we select third-party vendors, and periodically thereafter, we inspect their privacy

and data protection policies to ensure that they meet the same standards we use for our own policies.

This privacy policy is for Orchid Energy only. When you link to other websites please see the policy listed on their website.

## Cookies

We use cookies on our website to ensure that we give you the best experience when visiting the site.

You can read more about cookies and how websites like ours use them on the following page: [http://ec.europa.eu/ipg/basics/legal/cookies/index\\_en.htm](http://ec.europa.eu/ipg/basics/legal/cookies/index_en.htm)

## Social Media

We use social media such as Facebook, Instagram, Twitter and LinkedIn to share information on what's happening in the industry and on our services. We respect confidentiality and do not post identifiable information about where or whom we are working for unless they have expressly given us permission. If you post or message us on our social media we may use this information to contact you with a response and advise you of how our services may meet your requirements.

## Changes To Our Privacy Policy

We keep our privacy policy under regular review and any changes or updates will be posted on our website or emailed to you. This policy was last updated in June 2022.

## Data Security and Confidentiality

We take the security and confidentiality of your personal data very seriously. We use up-to-date data storage and security techniques to protect your personal information from unauthorised access, improper use or disclosure, unauthorised modification, unlawful destruction, or accidental loss.

All processors of personal data and any third parties we engage to process your personal information are obligated to respect the confidentiality of your information.

We keep your personal data for only as long as reasonably necessary for the purposes for which it was collected or to comply with any applicable legal reporting or document retention requirements. We keep strict security standards to prevent any unauthorised access.

