

Privacy Statement

This privacy policy sets out how North Norfolk EPCs uses and protects any information you give when you use this website. North Norfolk EPCs is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement.

What we collect

- Name, contact information including email address and telephone numbers
- Information regarding details of your property including location and size
- Demographic information such as postcode and preferences.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping and account management purposes (e.g. verifying your identity and fulfilling orders you place)
- We may use the information to improve our services
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided
- We may contact you by phone or email in relation to the information you provide.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over the other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Cookies

The website uses a session cookie in which no information is retained.

Controlling your personal information

You may choose to restrict or control the collection or use of your personal information in the following circumstances:

- When you are asked to fill in a form on the website or elsewhere (ensure that you do not tick any box which consents to our use of your personal information if you do not want us to use your personal information for those purposes)
- If you have previously agreed to us using your personal information for specific purposes and wish to change your mind
- If you wish for your personal information to be erased from our systems
- If you wish for us to transfer your personal information to a third party (e.g. another service provider). In this case, we will provide you with certain personal information held by us for you to pass to that third party (or, in certain circumstances, we may be able to transfer that data to such third party directly if you wish for us to do so).

You have the right to:

- Know that information is being processed
- Access information that is being processed
- Rectification of information being processed
- Erasure of information held on you (commonly known as the right to be forgotten)
- Restrict processing
- Be notified about what information has been rectified, erased and restricted

- Portability (that is, to request your data be handed over to someone else)
- Object to the processing of your information.

It is important to note that this is not an absolute right to review all the information that is held about you, as there are various exceptions to this right. These include:

1. where personal data is kept for the purpose of preventing, detecting or investigating offences and related matters; and
2. where the data is given by another person in confidence.

If you want to remove a consent or request erasure or transfer of your personal information, you may do so at any time by writing to us at North Norfolk EPCs, 50 Whitelands, Fakenham, Norfolk, NR21 8EN.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. Where we do seek your permission, we will name the relevant third party at the time we seek such permission from you and any such permission shall be limited to that third party.

Sometimes we may have to pass information to statutory bodies authorised to obtain data under various legislation, such as the police or tax authority.

If you believe that any information we are holding on you is incorrect or incomplete, please write, email or call us as soon as possible, using the details set out above. We will promptly correct any information found to be incorrect.

To protect your privacy and security, we will take reasonable steps to verify your identity before granting access or making corrections.

This policy replaces all previous versions and is correct as of April 2023. We reserve the right to change the policy at any time.