



Therm Energy Ltd  
1 Tarrant St  
Arundel  
BN18 9DG

## **PRIVACY POLICY**

Therm Energy Ltd is committed to protecting and respecting your privacy.

### Personal data we collect

Here at Therm Energy we take your privacy seriously and will only use your personal information (name, address, telephone number and email) to provide the service you have requested from us. All information is held securely and is not shared with any third parties, save where permission has been granted for processing the data and registration purposes.

Personal information is supplied to us either directly from you, the customer or from an agent acting on your behalf, for example, an architect or builder. This is usually supplied via email or telephone. We do not take any personal information from our customers using our website.

### How will we use the information about you?

To process the service you have requested including invoicing, receipting, data processing and registering with our accredited bodies (Stroma, BRE, ATTMA).

We will use your email address or telephone number to contact you to request information about the build project and to send you the calculation, certificate, invoices, receipts as appropriate. Once the service has been completed your details are kept on file for our auditing and compliance requirements.

### Our promise.

We promise to keep your details safe and secure. You can contact us to ask how we are storing your details at any time. We are also happy to send out a copy of this Privacy Policy to you; please telephone the office to request a copy.