

## Grid Guru Privacy Policy

**Effective Date:** 1/1/2025

At Grid Guru, we are committed to protecting your personal data. This privacy policy explains how we collect, use, share, and safeguard your information in compliance with data protection laws, including the UK GDPR.

### Information We Collect

The type of information we collect depends on the service you use and may include:

- **Personal Details:** Name, address, and date of birth to identify you and provide our services.
- **Contact Details:** Phone numbers and email addresses to communicate with you effectively.
- **Property and Energy Data:** Information about your property's construction, heating, insulation, or energy efficiency.

We only collect information necessary for the requested service and aim to minimize the data we handle.

### How We Collect Your Information

We primarily collect information directly from you to ensure accuracy and transparency. For instance:

- When you inquire about our services or sign up for one.
- When you complete a job form on our website.

In some cases, data may be collected on our behalf by approved third-party contractors.

### How We Use Your Information

We use your personal data to:

- Deliver the services you request.
- Communicate about your account or services.
- Handle issues, such as unpaid invoices or service-related inquiries.
- Comply with legal obligations.
- Prevent fraud or misuse of our services.
- Keep records updated and ensure the highest level of customer service.

We may also use your data to inform you about products or services that may benefit you.

## Sharing Your Information

We respect your privacy and share your data only when necessary:

- With your consent, such as sharing details with family members or associates.
- With employees or contractors involved in delivering your services.
- With legal authorities, when required by law or court order.

We take every precaution to ensure your data is protected when shared and limit access to only what is essential.

## Protecting Your Information

We take data security seriously and implement robust measures to protect your information:

- **Technical Protections:** Passwords, encryption, and secure servers safeguard your data.
- **Access Controls:** Only authorized employees can access your data, and they are trained on data protection practices.
- **Retention Policies:** We store your data only as long as necessary for the purpose it was collected, securely deleting it when no longer needed.

## Your Rights

You have several rights regarding your personal data:

1. **Access to Your Data:** You can request details of the personal information we hold about you.
2. **Correction of Inaccurate Information:** Notify us if your data is incorrect or outdated, and we'll update it promptly.
3. **Restricting Processing:** If you believe our use of your data causes you harm or distress, you can ask us to stop.
4. **Marketing Preferences:** You can opt out of receiving promotional communications at any time by contacting us at [info@gridguru.co.uk](mailto:info@gridguru.co.uk)

## Website Usage

When you visit our website, we may collect certain information through cookies. For details, refer to our Cookie Policy

When you enter data on our secure website, encryption protects your information during transmission. However, no online system can be entirely secure, so we encourage caution when sharing sensitive details.



Our website may include links to third-party websites. Please review their privacy policies as we are not responsible for their content or practices.

## **Email and Phone Communications**

We may use your email or phone number to contact you regarding your account or services. While we take precautions to ensure our communications are secure, emails may still be intercepted or corrupted. We recommend using virus-checking software for added protection.

## **Updates to This Privacy Policy**

We may update this policy to reflect legal changes or improvements to our services. Please review it periodically for the latest version. The current policy is effective from 1/1/2025.

## **Contact Us**

For questions or requests regarding your data, contact us at:

**Email:** [info@gridguru.co.uk](mailto:info@gridguru.co.uk)

**Phone:** 02902 609 009

**Mail:** GRID GURU GROUP LTD, 4th Floor, 14 Museum Place, City centre, Cardiff, CF10 3BH