



Privacy Policy

This privacy policy sets out how we use and protect any information that you give when you use this website and has been reviewed to reflect GDPR regulations.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What information do we collect?

For making an enquiry, our website will collect your name and appropriate contact information including email address, and phone number. Other information required to resolve your query may be requested, including your home or business address, plus your preference towards, or existing ownership of renewables products.

Our website also uses cookies to provide you with a better experience on our website, for fraud prevention and to provide internet-based advertisement. For detailed information on the cookies, we use and the purposes for which we use them, please see the information on Cookies below.

What is the purpose for processing your Data?

Based on your consent. We will contact you to follow up your request for information about Renewables. We do not send newsletters, or spam emails, and you will only be contacted in future if there is a reason to make further contact regarding the renewables product you enquired about initially.

As necessary for our own legitimate interests.

Insight Energy may require your data to be used as part of statistics to inform market research, such as looking at the volume of enquiries from each location, allowing us to improve the service we provide. We will also retain your details to inform you of important updates to the products you enquired about, for example legislative changes to renewables funding.

As necessary to perform our contractual obligations. If you accept a quotation from Insight Energy, we will require your data to arrange for the install, arrange for payment (no card or bank details are held on file), and to provide our aftercare service.

Insight Energy Renewables Limited

01473 716609 | hello@insightenergy.uk | insightenergy.uk |   

Registered in England & Wales | Company Reg No: 13255150 | 22 Ickworth Crescent, Rushmere St Andrew, Ipswich, IP4 5PQ

Will information be shared?

We will not share your data with any third parties, aside from partner companies who may assist with the completion of your quotation or installation.

How long with data be stored for?

We understand our legal duty to retain accurate data and only retain personal data for as long as we need it for our legitimate business interests. Due to the nature of the industry, regulatory changes are inevitable, and we are duty bound as a company to keep our customers informed of these changes where possible, maintaining a legitimate interest in the data. However, we will regularly review the data we have and will remove data that we no longer have a legitimate business interest in maintaining.

How can I manage or delete information about me?

The GDPR provides you with the following rights:

Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).

Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

Request the transfer of your personal information to another party in certain formats, if practicable.

Make a complaint to a supervisory body which in the United Kingdom is the Information Commissioner's Office. The ICO can be contacted through this link: <https://ico.org.uk/concerns/>.

Access to information

The Data Protection Act 1998 and the GDPR give you the right to access information held about you. We also encourage you to contact us to ensure your data is accurate and complete.

A subject access request should be submitted to hello@insightenergy.uk

No fee will apply.

Website Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

External links

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 that 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.

An introduction to cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of our website.

Cookies deployed by our website:

- ✓ Ensure that functionality operates as intended.
- ✓ Remember your choices and preferences during and between visits.
- ✓ Allow you to share pages via social network widgets like Facebook, LinkedIn and Instagram.
- ✓ Allow you to interact with our website by leaving comments or opinions.
- ✓ Post enquiries via our Anti-Spam enquiry form.
- ✓ Track your visit for statistical analysis, allowing us to improve the usability, speed, and security of our website.

Cookies are not deployed to:

- ~ Collect any personal identifiable information (without your express permission).
- ~ Collect any sensitive information (without your express permission).
- ~ Pass data to advertising networks.
- ~ Pass personally identifiable data to third parties.
- ~ Pay sales commissions.

Your consent for cookie deployment by our website.

Upon your first visit to our website, you may have noticed our banner alerting you to the use of cookies by our website. In compliance with the 2011 EU Cookie Law, our website operates on an 'Implied Consent' basis. This means that we will assume that you have opted-in for our website to deploy cookies until you choose to deactivate them within your browser settings or via the instructions below.

By default, most popular web browsers automatically permit websites to deploy cookies onto your device. Below you can learn more about the specific cookies deployed by our website, and how they can be disabled. For more information on the EU Cookie Law in the UK, we recommend visiting the Information Commissioner's Office (ICO) website where you can find the latest information, guidelines, and advice on the EU Cookie Law.

Cookies used by our website.

Social Network Sharing

We encourage users to share our content and/or like our profiles on Social Media websites such as Facebook, LinkedIn, and Instagram. To make 'Social Sharing' accessible, our website utilises widgets either provided directly from the Social Networks and/or via amalgamative widgets from third parties such as AddThis. Cookies and privacy implications from the social networks vary and will be dependent on your

nominated privacy settings with each Social Network. Social Sharing buttons will only deploy cookies if you are signed to that respective Social Network at the time of being on our website.

Analytical Tracking

Our website has Google Analytics installed which allows us to track and compile anonymous visitor statistics. The information collected ranges from simple traffic volume to the type of browser you are viewing our website with. This information is valuable to us not just for marketing analysis and quantification, but to improve the usability, security, and load speed of our website content. Google Analytics is a popular, secure, flagship webmaster product from Google. The privacy and security of Google Analytics data is a high priority at Google that you can read more about on Google's Analytics Data Safeguarding page. Google also offer a Google Analytics Opt-out Browser Add-on that will allow you to automatically Opt-out of all websites that track your activity via Google Analytics. No personal information is collected by Google Analytics.

Cookie Consent Check

As mentioned above, upon your first visit our website displays a banner at the top of the page alerting you about cookies being deployed by our website. For our website to remember your choice of opting-in, we store an anonymous cookie to remove the alert banner for 28 days. To prevent this cookie being stored, simply do not accept, and close the alert. If you have already accepted the alert and you wish to remove the cookie, please clear your cookies within your browser settings.

WordPress

Our website, either in full or in part, is built on the popular open-source CMS framework – WordPress. WordPress utilises cookies to allow visitors to register, login and comment on our website's content. If you do not wish to participate in commenting on our website, WordPress will not deploy any cookies onto your device. Cookies will only be created by WordPress if you actively register or comment via the clear forms on our website.

Enquiry Forms

Visitors can choose to contact us via enquiry form(s) on our website. To prevent spam enquiries, we protect our forms with a 'CAPTCHA' challenge to ensure the submission is from a living person, rather than a computer bot. This CAPTCHA challenge creates a cookie that is used only to check the input response from the user is correct. The CAPTCHA cookie does not store any other information from your enquiry.

Google Maps/Places

Our website may have our Google Maps/Places profile embedded within an iframe. Google Maps creates

cookies that enable the functionality of their powerful mapping software. No personal information is stored or shared on the cookies deployed by Google Maps/Places.

Actual cookies deployed.

Below is a table of information which lists all cookies deployed and used on our website.

Cookie Category	Cookie Name	Cookie Description
Google	_utma	A Google Analytics cookie, which keeps track of the number of times, a visitor has been to the site, when their first visit was, and when their last visit occurred.
	_utmb	A Google Analytics cookie, which creates a timestamp of the exact moment when a visitor enters a site.
	_utmc	A Google Analytics cookie, which creates a timestamp of the exact moment when a visitor leaves the site.
	_utmj	Used for reporting in Google Analytics classifying the visitor.
	_utmz	A Google Analytics cookie which tracks where the visitor came from, what search engine was used, what link was clicked on, what keywords used, and where in the world the site was accessed from.
	PREF, NID	This cookie is set by Google Maps when you load a map of our location
AddThis	loc, uid/uit, psc, di/dt, atuvc/bt/ssc/ssh/sshs/xtc	Allows users to share content via Social Networking websites and email

WordPress	wp-settings, wp-settings-time-	This is a cookie to verify if you are logged into the website or not.
wordpress_, wordpress_logged_in	WordPress cookie for a logged in user.	
comment_author, comment_author_email, comment_author_url	When you enter a comment on this site you will be asked to provide certain information about yourself including your name, email and website address.	

How to disable cookies.

Most modern browsers allow you to control your cookie settings for all websites that you browse. You can disable cookie deployment completely by editing your browser settings, however in doing this you may be limiting the functionality that is displayed on our website.

To learn how to disable cookies on your preferred browser we recommend reading this advice posted by Google. If you are concerned about cookies tracking your movements on the Internet, then you may be concerned about spyware. Spyware is the name given to a particular band of cookies that track personal information about you.

There are many antispymware programs that you can use to prevent this from happening. Learn more about antispymware software – <http://en.wikipedia.org/wiki/Spyware>. As mentioned earlier in this page you can also disable Google Analytics on all websites by downloading the Google Analytics Opt-out Browser Add-on.