PRIVACY POLICY

Home Efficient

October 2025

1. Introduction

Home Efficient Limited ("we", "us", "our") is committed to protecting your personal data and respecting your privacy. This Privacy Policy explains how we collect, use, store, share, and protect your personal information when you use our website or engage our retrofit services.
We comply with all applicable UK data protection laws, including the UK GDPR and the Data Protection Act 2018.
Contact Details:

- Data Controller: Home Efficient Limited
- Email: info@homeefficient.co.uk
- Address: Unit C Bramingham Business Park, Enterprise Way, Luton LU3 4BU
- Phone: 0800 001 6941

You can also lodge a complaint with the Information Commissioner's Office (ICO): https://ico.org.uk

2. Personal Data We Collect

We collect personal data necessary to provide retrofit services:
a. Information you provide directly:

- Name, contact details, and property address
- Property details (type, age, construction, previous work)
- Information for surveys, retrofit assessments, and grant applications
- Payment information (processed securely via third-party providers)
- Communication preferences and marketing opt-ins

b. Information collected automatically:

- IP address, browser and device information
- Pages visited and interaction with the website
- Cookies (see Section 11)
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c. Information from third parties:

- Retrofit funding bodies (e.g., ECO schemes, local authorities)
- Assessors, installers, and subcontractors working on your project
- Lead providers or referral partners (with your consent)

We do not collect special category data (health, race, religion, sexual orientation) or criminal convictions.

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3. How We Collect Your Data

- Directly: Forms, emails, phone calls, or service agreements
- Automatically: Website logs and cookies
- From third parties: Relevant to your retrofit project (assessors, funding bodies)

4. How We Use Your Data

We use your data for:

- Delivering surveys, assessments, and retrofit installations
- Arranging funding or grants
- Creating retrofit plans and reports
- Managing bookings, contracts, and communications
- Meeting legal obligations (building regulations, warranties, funding reporting)
- Improving services and website functionality
- Marketing communications (only with your consent)

5. Legal Basis for Processing

We rely on:

- Contractual necessity: To deliver retrofit services
- Consent: Marketing communications or other optional processing
- Legitimate interests: Improving services, fraud prevention, operational efficiency
- Legal obligation: Compliance with building regulations, warranties, funding audits

6. Sharing Your Data

We share your data only with parties necessary to deliver services:

- Retrofit assessors, installers, and coordinators
- Funding bodies and regulators
- Subcontractors for works delivery
- Payment processors
- Professional advisers (legal, insurance, accounting)
- IT and cloud providers

We do not sell your data.

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7. International Transfers

If your data is transferred outside the UK, we ensure appropriate safeguards:

- UK adequacy regulations
- Standard contractual clauses or equivalent protections

8. Data Retention

We keep personal data as long as necessary, depending on:

- Legal and funding obligations
- Contractual requirements
- Nature of retrofit works

Typical retention: 6–25 years, depending on regulations.

9. Your Rights

Under UK GDPR, you have the right to:

- Access, correct, or erase your data
- Restrict or object to processing (including marketing)
- Data portability
- Withdraw consent
- Lodge a complaint with the ICO

10. Security

We use appropriate technical and organisational measures:

- Secure servers and encryption
- Access controls
- Staff training and regular security reviews

No system is completely secure; we cannot guarantee absolute security.

11. Cookies

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer. Cookies help us provide a good experience when you use our website and ensure the website works properly.
You can set your browser to refuse all or some cookies, or to alert you when a website sets or accesses cookies. If you disable cookies, some parts of the website may become inaccessible or not function properly.

We use the following cookies on our website:

- **Strictly necessary cookies** – Required for the operation of our website, such as enabling form submissions or accessing secure areas.
- **Analytical/performance cookies** – Collect information about how visitors use our website (e.g., pages visited, time spent, errors encountered) to help us improve site performance and usability.
- **Functionality cookies** – Remember your preferences (e.g., language, region) to provide a more personalised experience.
- **Marketing/targeting cookies** – Used to deliver relevant advertising, measure its effectiveness, and tailor marketing campaigns to user interests.

By using our website, you consent to the use of all of the above cookies. You can manage or delete cookies via your browser settings, and some cookies may be managed through a cookie banner on the site. Please note that disabling strictly necessary cookies may affect the functionality of the website.

For more information about the cookies we use, including third-party cookies, please contact us at info@homeefficient.co.uk

12. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices.

13. Children's Privacy

Our services are not intended for children under 16, and we do not knowingly collect their data.

14. Changes to This Privacy Policy

Updates will be posted on this page with a revised date. Continued use of our website constitutes acceptance of any changes.

15. Contact Us

- Email: info@homeefficient.co.uk
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