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## UTILITY CREDIT SOLUTIONS – PRIVACY POLICY 2026

**1. Introduction** UTILITY CREDIT SOLUTIONS is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, process, and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and guidance issued by the Information Commissioner's Office.

### 2. Company Information

- Company Name: UTILITY CREDIT SOLUTIONS
- Registered Address: OFFICE 361 18 YOUNG ST, UTELE: 0845 163 0761 NIT LGE EDINBURGH EH2 4JB SCO
- Email: INFO@UTILITYCREDITSOLUTIONS.CO.UK
- Telephone: 0845 163 0761

We act as a Data Controller in respect of personal data processed in connection with our services.

### 3. Categories of Data Collected

#### 3.1 Personal Data

- Name, job title, organisation
- Contact details (email, telephone number)
- Communication records

#### 3.2 Business & Energy Data

- Meter identifiers (MPAN/MPRN)
- Consumption data (including half-hourly (HH) data where applicable)
- Energy contract details
- Billing and invoicing data

#### 3.3 Technical Data

- IP address
- Browser type and version
- Website usage data (via cookies and analytics tools)

**4. Purpose of Processing** We process personal data for the following purposes:

- Delivering energy procurement and consultancy services
- Obtaining quotations from suppliers
- Managing energy contracts and renewals
- Conducting bill validation and consumption analysis
- Producing carbon footprint and ESG reports
- Responding to enquiries and providing customer support
- Improving our services and website functionality
- Complying with legal and regulatory obligations

**5. Lawful Basis for Processing** Our processing is based on:

- Contractual Necessity – to perform our obligations to clients
- Legitimate Interests – to operate and improve our business
- Legal Obligation – compliance with applicable laws and regulations



- Consent – where required (e.g. marketing communications)

**6. Data Sharing and Third Parties** We may share data with:

- Energy suppliers and procurement partners
- Meter operators, data collectors, and industry agents
- Third-party service providers (CRM systems, IT providers, analytics platforms)
- Regulatory bodies or authorities where required by law
- All third parties are required to process data securely and in accordance with UK GDPR.

**7. International Data Transfers** Where personal data is transferred outside the UK, we ensure appropriate safeguards are in place, such as UK-approved standard contractual clauses.

**8. Data Retention** We retain personal data only for as long as necessary, including:

- Duration of the client relationship
- Contractual obligations
- Legal and regulatory requirements (typically up to 6 years)

**9. Data Security** We implement appropriate technical and organisational measures, including:

- Secure data storage systems
- Access controls and authentication
- Encryption where appropriate
- Staff training on data protection

**10. Your Rights** Under UK GDPR, you have the right to:

- Access your personal data
- Rectify inaccurate data
- Request erasure (“right to be forgotten”)
- Restrict or object to processing
- Data portability
- Withdraw consent (where applicable)
- Requests can be made via [Insert Email Address].

**11. Complaints** You have the right to lodge a complaint with the Information Commissioner's Office if you believe your data has been processed unlawfully.

**12. Updates to This Policy** We may update this Privacy Policy periodically. Updates will be published on this page.

## Cookie Policy

**1. Introduction** This Cookie Policy explains how [Your Company Name] uses cookies and similar technologies on our website.

**2. What Are Cookies?** Cookies are small text files placed on your device to improve user experience and analyse website performance.

**3. Types of Cookies We Use** Essential Cookies required for website functionality (e.g. security, navigation).

**3.2 Analytics Cookies** Used to understand how visitors interact with our website (e.g. Google Analytics).

**3.3 Functionality Cookies** Enable enhanced features such as remembering preferences.



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**3.4 Marketing Cookies** (if applicable) Used to deliver relevant advertising and track engagement.

**4. Managing Cookies** You can control or disable cookies through your browser settings. Please note that disabling cookies may impact website functionality.

**5. Third-Party Cookies** We may use third-party services that place cookies on your device, subject to their own privacy policies.

**6. Updates to This Policy** We may update this Cookie Policy from time to time.