



Privacy Policy

Last updated: September 2026

Ecofix Appliance Services Ltd ("Ecofix", "we", "us" or "our") respects your privacy and is committed to protecting your personal information.

This privacy policy explains what information we collect, why we collect it, how we use it and your rights under UK data protection law.

Information we collect

We may collect personal information when you contact us, enquire about our training, attend an event where Ecofix is exhibiting or presenting, register your interest in our services, book training or otherwise interact with us.

This may include your name, business or organisation, job role, email address, telephone number, training interests and any information you choose to provide to us.

How we use your information

We may use your information to respond to enquiries; provide information about our courses and services; arrange and administer training; follow up after events or conferences where you have asked to hear from us; keep you informed about relevant Ecofix training, courses, events and opportunities where permitted; and improve the services and training we provide.

We will only use your personal information where we have a lawful basis to do so. Depending on the circumstances, this may include your consent, fulfilling a contract or taking steps at your request before entering into one, complying with a legal obligation, or our legitimate interests where these do not override your rights and interests.

Marketing communications

Where required, we will ask for your consent before sending you marketing communications.

You can change your mind at any time. Every marketing email we send will provide a simple way to opt out, or you can contact us directly and ask us to stop.

We may retain limited information about people who have opted out to ensure

that we respect their preference in the future.

Conference and event enquiries

If you provide your contact details to Ecofix at a conference, exhibition or other event, we will use those details for the purpose explained to you when they are collected.

If you specifically ask us to contact you about our training or services, we will use your details to respond to that request.

If you choose to receive ongoing news, course information or marketing from Ecofix, we will record your preference so that we can respect your choices.

Sharing your information

We do not sell your personal information.

We may use trusted service providers to help us operate our business, website, email communications or training services. Where those organisations process personal information on our behalf, we take appropriate steps to ensure that it is handled securely and lawfully.

We may also disclose information where required by law.

How long we keep your information

We only keep personal information for as long as reasonably necessary for the purpose for which it was collected, including meeting any legal, accounting or regulatory requirements.

We periodically review the information we hold and securely delete information that is no longer required.

Keeping your information secure

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse or disclosure.

Your rights

Under UK data protection law, you may have rights relating to your personal information, including the right to request access to your information, ask us to correct inaccurate information, request deletion in certain circumstances, restrict or object to certain uses of your information, and withdraw consent where we rely on consent.

You also have the right to object to the use of your personal information for direct marketing.

If you have concerns about how we use your information, please contact us first so that we can try to resolve them. You also have the right to raise a concern with the **Information Commissioner's Office (ICO)**.

Contact us

If you have any questions about this privacy policy or how Ecofix handles your personal information, please contact:

Ecofix Appliance Services Ltd

Aberdare, South Wales

Email: **ecofix224@gmail.com**

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Website: [**www.appliancetraining.co.uk**](http://www.appliancetraining.co.uk)