

1. WHAT DOES THIS NOTICE COVER?

This privacy notice (the “Privacy Notice”) sets out how Anesco collects and uses your personal data through your use of the website www.eco.anesco.co.uk (“Our ECO Site”) and tells you about your privacy rights. Anesco understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits Our ECO Site and will only collect and use personal data in ways that are described within this Privacy Notice, and in accordance with data protection and privacy laws applicable to Anesco (including, as applicable: the Data Protection Act 2018, the UK GDPR and the EU GDPR).

It is important that you read this Privacy Notice together with any other privacy policy or privacy notice we may provide on specific occasions when collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This Privacy Notice supplements other notices and privacy policies and is not intended to override them.

This Privacy Notice only applies to your use of Our ECO Site. Our ECO Site may contain links to third-party websites, plug-ins, and applications. We have no control over how your data is collected, stored, or used by other websites and are not responsible for their privacy notices. We advise you check the privacy notices of any such websites before providing any data to them.

2. INFORMATION ABOUT US

Anesco Energy Limited is the data controller responsible for personal data collected and processed in connection with Our ECO Site. When we mention “Anesco”, “we”, “us” or “our” in this Privacy Notice, we are referring to Anesco Energy Limited.

3. DEFINITIONS AND INTERPRETATION

In this Privacy Notice, unless the context otherwise requires, the following expressions have the following meanings:

- “Personal data” means any information relating to you, as a living identifiable individual;
- “Cookie” means a small file placed on your computer or device by Our ECO Site when you visit certain parts of Our ECO Site and/or when you use certain features of Our ECO Site;
- “ECO” means the Energy Company Obligation energy efficiency scheme; and
- “Legitimate Interest” means the legitimate interest of Anesco in conducting and managing our business to enable us to give you the best service/product and experience; and
- “Obligated Energy Supplier” means an energy supplier that has an obligation under the ECO scheme to install ECO measures in customers’ homes. A list of all energy companies that are “Obligated Energy Suppliers” for ECO can be found in the ECO section of the Ofgem website: www.ofgem.gov.uk.

4. PERSONAL DATA WE COLLECT AND THE PURPOSE AND LEGAL BASIS FOR PROCESSING IT

You can access most of the pages on Our ECO Site without giving us your personal data. However, you may choose to provide us with your personal data on some pages of Our ECO Site, for instance by completing the get in touch form.

The law requires us to have a legal basis for collecting and using your personal data as well as identifying a purpose for processing. Depending upon your use of Our ECO Site, we may collect and use some or all of the following personal data for the purposes and legal bases outlined in the table below. Please also refer to our Cookie Policy.

Activity	Categories of personal data	Legal ground(s) for processing and purposes for processing
Visiting Our ECO Site	<ul style="list-style-type: none">• IP address;• web browser type and version;• time zone setting and location;• browser plug-in types and versions;	We collect this personal data on the basis of either your explicit consent or on the basis of our legitimate interests, namely improving our online services. This is the case with regard to technical cookies necessary for the functioning of Our ECO Site and

	<ul style="list-style-type: none"> • operating system and platform; • other technology on the devices you use to access this Site; • a list of URLs starting with a referring site, your activity on Our ECO Site, and the site you exit to; • information about how you use Our ECO Site, products and services; • information about how you use Our ECO Site, products and services. <p>For detailed information about our use of cookies, we refer to our Cookie Policy.</p>	<p>several analytics cookies that are not used to treat you differently from other users.</p> <p>We process your personal data for purposes of (i) providing and managing your access to Our ECO Site, (ii) administering and protecting our business and Our ECO Site (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data), (iii) analysing your use of Our ECO Site to enable us to continually improve Our ECO Site and your user experience, or (iv) market research.</p>
Providing our services to you – customers interested in having ECO measures installed	<ul style="list-style-type: none"> • name; • company name; • location; • contact information such as email addresses and telephone numbers. 	<p>We collect this personal data as this is necessary for the performance of a contract or on the basis of our legitimate interests, namely carrying out our business.</p> <p>We process your personal data for the purpose of supplying our services to you, including by supply this information to an Obligated Energy Supplier to evidence that you are eligible for the ECO scheme.</p>
Providing our services to you - installers	<ul style="list-style-type: none"> • company name; • Trustmark registered number; • company registration number; • PAS accreditation; • type of ECO measures installed; • amount of LTS per week. 	<p>We collect this personal data as this is necessary for the performance of a contract or on the basis of our legitimate interests, namely carrying out our business.</p> <p>We process your personal data for the purpose of supplying our services to you.</p>
Customer service or otherwise corresponding with you	<ul style="list-style-type: none"> • name; • company name; • location; • contact information such as email addresses and telephone numbers. 	<p>We collect this personal data as this is necessary for the performance of a contract or on the basis of our legitimate interests, namely verifying your identity for reasons of security, improving our services and providing customer service.</p>

		We process your personal data for the purposes of (i) responding to emails and contact requests from you, or (ii) managing our relationship with you which may include notifying you about changes to our terms
Newsletters	<ul style="list-style-type: none"> • name; • company name; • contact information such as email addresses and telephone numbers; • your preferences in receiving marketing from us 	<p>We collect these personal data on the basis of your explicit consent or on the basis of our legitimate interests, namely our commercial activities and informing you of products or services that you might like.</p> <p>Consent: we send you our newsletters and marketing e-mails (other than for marketing regarding similar products or services), always on the basis of your prior explicit consent. You always have the option to unsubscribe from our mailings.</p> <p>We process your personal data for purpose of supplying you with emails that you have opted into.</p>

5. HOW IS YOUR PERSONAL DATA COLLECTED?

We use different methods to collect data from and about you, including through:

Your direct interactions with us. You may give us personal information by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- apply for our products or services;
- request marketing communications to be sent to you; or
- give us feedback or contact us.

- Automated technologies or interactions. As you interact with Our ECO Site, we will automatically collect technical data (such as your browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access Our ECO Site) about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. Please see our cookie policy for further details.
- Third parties or publicly available sources. We may receive personal data about you from (a) analytics providers such as Google; (b) advertising networks; and (c) search information providers. We may also receive personal data about you from an Obligated Energy Supplier who asks us to assess whether your property is suitable for the CO scheme after you make an enquiry to them regarding the ECO scheme.

6. WHO WILL SEE YOUR PERSONAL DATA AND WHO MIGHT WE SHARE IT WITH?

We may share your personal data where necessary with the parties, and for the purposes, set out below:

- internally with employees of the Anesco Group in order to respond to emails and contact requests from you;
- if you are an individual applying for ECO measures to be installed, we may share some of your data with third party installers in order for them to discuss the provision of services with you where you have requested such information;

- if you are an individual applying for ECO measures to be installed, we may share some of your data with an Obligated Energy Supplier, as described in section 4 above;
- to third parties who help us provide any part of Our ECO Site or the Services, to the limited extent required for such help, and on condition that they may not further disclose your data or use it for any other purpose; or
- to third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Notice.

In certain circumstances, we may be legally required to share certain information held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal obligations, a court order, or a governmental authority.

We may compile statistics about the use of Our ECO Site including data on traffic, usage patterns, user numbers, sales, and other information. All such data will be anonymised and will not include any personally identifying data, or any anonymised data that can be combined with other data and used to identify you.

7. INTERNATIONAL TRANSFERS

Some of our external third parties, including service providers and professional advisers, are based outside the EU or UK so their processing of your personal data will involve a transfer of data outside the EU or UK. Whenever we transfer your personal data out of the EU or UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data; and
- Where we use certain service providers, we may use specific contracts approved for use in the EU or UK which give personal data the same protection it has in the EU or UK.

8. FOR HOW LONG DO WE STORE YOUR DATA?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you. In addition, by law for tax purposes we must keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of the personal data, the purposes for which we process the personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

If we have relied upon your explicit consent as the lawful basis for processing your personal data then you have the right to withdraw that consent at any time, and in some circumstances, you can ask us to delete your data (please refer to section 9 for more details relating to your legal rights).

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

9. YOUR LEGAL RIGHTS – GENERAL

You have certain rights under data protection laws in relation to your personal data. This includes the right to:

- a) Request access to your personal data (commonly known as a "data subject access request");
- b) Request correction of the personal data that we hold about you;
- c) Request erasure of your personal data;
- d) Request restriction of the processing of your personal data;
- e) Request the transfer of your personal data to you or to a third party;
- f) Object to the processing of your personal data; and

g) Withdraw consent at any time where we are relying on consent to process your personal data.

Some of these rights are not automatic, and we reserve the right to discuss with you why we might not comply with a request from you to exercise them.

We do not charge a fee for you to access your personal data or to exercise any of the other rights. However, we reserve the right to charge reasonable fees for additional copies of information that has already been supplied to you, and for requests that are manifestly unfounded or excessive, particularly where such requests are repetitive.

To exercise any of the above listed rights, please contact info@anESCO.co.uk.

10. HOW CAN YOU CONTROL YOUR DATA?

You may restrict our use of Cookies used on Our ECO Site. For more information, please see our Cookie Policy.

In addition to your rights set out in section 9 above, when you submit personal data via Our ECO Site, you may be given options to restrict our use of your data. In particular, we aim to give you strong controls on our use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from us which you may do at any time by unsubscribing).

11. CONTACTING US AND MAKING A COMPLAINT

If you have any questions about Our ECO Site or this Privacy Notice, please contact us at info@anESCO.co.uk, by telephone on 0845 894 4444, or by post at AnESCO Limited, The Green, Easter Park, Benyon Road, Reading, Berkshire RG7 2PQ.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

12. CHANGES TO THIS PRIVACY NOTICE AND YOUR DUTY TO INFORM US OF CHANGES

We may change this Privacy Notice from time to time (for example, if the law changes). This version was last updated on 9 June 2025. We recommend that you check this page regularly to keep up to date.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us. Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data where requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods and services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.