



Data Protection, Privacy Policy & Cookies Policy

Vibrant Energy Matters Limited is committed to respecting the privacy of all visitors to our website and our clients and contacts. Our privacy policy has been prepared to assist you in understanding how we use and protect the personal information that you provide to us or that we obtain or hold about you and to understand what your rights are in relation to personal information that we hold.

We will always seek to ensure any personal data we may hold about you is for legitimate business purposes, and that we are in compliance with the Data Protection Act 2018 (DPA), and the EU retained version of General Data Protection Regulations (UK GDPR), and Personal Electronic Communications Regulations (PECR).

Data Use

The law requires that we take reasonable steps to ensure data is kept accurate and up to date. Personal data is stored by us as part of our requirement to undertake instructed property and energy assessments and related property services on behalf of its clients.

We will only obtain such personal data as is necessary for the above purpose and will remedy any inaccuracy without delay when it becomes known to us.

Personal data will be protected against unauthorised or unlawful processing and measures are taken to guard against accidental loss, destruction or damage. Appropriate technical and organisational security measures will be used to ensure the protection of personal data.

We may be provided with personal data by third parties in order to carry out the services as instructed by them. We will not provide or share your personal data with other third parties. Any information about third parties' products or services provided to you by us would only take place in the event that you have indicated you are prepared to accept such information.

What information do we process?

From our website:

You may choose to provide personal information to us when you communicate with us via the website. You may be asked to provide certain information about yourself including your name, title, postal address, telephone number and/or email address.

We may collect information automatically about your usage of our websites using cookies and other technology. To that effect, we use your IP address (a series of numbers that identifies a computer on the internet) to collect, among other things, internet traffic data and data regarding your browser type and computer.

We use Google Analytics tools to understand how our visitors use the website and to collect standard internet log data and visitor behaviour patterns. Google allows us to understand things like the number of visitors we are getting and which parts of the site they are visiting. This analytical information is processed in a way that does not personally identify anyone.

For Property Services work:

If you seek an estimate of costs for property services work, are provided with initial advice, or become a customer, we will also need information to confirm your identity and about the services you require from us. We will also need contact information for you.

How Do We Use This Information?

We will use your information for the specific purpose(s) for which it has been provided to or collected by us which may include to provide information that you may request regarding the services that we offer e.g., to establish if we can assist you, to comply with statutory and regulatory obligations, to deal with your query or complaint and to contact you for your views on our services

We also use your information to administer, support, improve and develop our business generally and to enforce our legal rights.

Personal Data Use for Marketing Communications Purposes

We may use your personal data for appropriate, relevant and legitimate marketing communications purposes via email, telephone, SMS text and post.

Such marketing communications would relate to the same or similar products and services to which you or your appointed representative have previously instructed us to undertake for you; products previously purchased; products and services you have expressed an explicit interest in; relevant products and services that we feel you may be interested in; newsletters and promotional emails that you have expressly subscribed to or opted in to receiving.

You have the right to amend your communications preferences, unsubscribe and or opt out of receiving any marketing communications by email, text and or post at any time, whereby we will remove your personal data from the marketing communications database. You may re-subscribe and or opt back in at any time.

We will have a lawful basis for processing your information; this will vary on the circumstances of how and why we have your information but may include:

- the activities are within our legitimate interests as a business seeking to engage with and provide property services to clients and prospective clients
- we are carrying out necessary steps in relation to a contract to which you are party or prior to you entering into a contract
- you have given consent for us to process your information e.g., marketing activities
- the processing is necessary for compliance with a legal obligation to which we are subject

Protection of Your Information

We have in place administrative, technical and physical measures designed to guard against and minimise the risk of loss, misuse or unauthorised processing or disclosure of the personal information that we hold.

Where we transfer information to third parties to enable them to process it on our behalf, we ensure that the providers meet the relevant legal or regulatory requirements for transferring data to them and keeping it secure.

Your Rights

You have certain rights in relation to your personal information, although those rights will not apply in all cases or to all information that we hold about you. You have the right to request that we:

- provide you with a copy of your personal information that we hold
- update your personal information where it is out-of-date or incorrect
- delete personal information that we hold
- restrict the way in which we process your information
- consider any valid objections to our processing of your personal information
- provide information you have given to us to a third-party provider of services

Data Subject Access Requests

By law, you have the right to ask what information we hold about you and why and how that data is used by the company, and you can request that all your personal data is removed permanently from the company's database. This is called a Data Subject Access Request (henceforth referred to as DSAR).

A DSAR from individuals should be made by email, addressed to the Data Controller: GDPR@vem.co.uk

The Data Controller can thereby supply a standard request form to you. Upon receipt of your DSAR, the Data Controller will aim to provide the relevant data within 14 days. The Data Controller will always verify the identity of anyone making a DSAR before handing over any information.

If the personal data we hold about you changes, please notify us by email, addressed to GDPR@vem.co.uk or by post to:

Vibrant Energy Matters, Unit 2, Foxes Lane, Blackwood, Gwent, NP12 4AB

Cookie Policy

1. Website terms of use

This site may at times store and/or capture personal information where these have been supplied willingly by you as a web user. We will only use the personal information you provide to respond to specific enquiries about our business or to contact you about our products and services and future promotions or news that you have opted in to receive.

Any personal information you give us via this website will be held securely and remain the property of Vibrant Energy Matters and will not be sold or rented to any third party or used for any purpose other than as stated above and in accordance with our privacy statement.

2. What is a cookie?

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device. You can find more information about cookies at: www.allaboutcookies.org and www.youronlinechoices.eu

By using our website, you agree and where necessary be asked to accept our use of cookies, including setting and reading cookies on your device. You can choose to restrict or block cookies through your browser settings at any time. Please note that certain cookies may be set as soon as you visit a website, but you can remove them using your browser settings.

3. What types of cookies we may use

Essential cookies:

These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in, or filling in forms.

Performance and functionality cookies:

These cookies are used to enhance the performance and functionality of our websites but are non-essential to their use. However, without these cookies, certain functionality may become unavailable.

Analytics cookies:

These cookies help us to understand how visitors engage with the website. We may use a set of cookies to collect information and report site usage statistics. In addition to reporting site usage statistics, data collected may also be used, together with

some of the advertising cookies described, to help show more relevant ads across the web and to measure interactions with the ads we show.

Advertising cookies, social media and third-party cookies:

These cookies are used to make advertising messages more relevant to you. They perform functions like preventing the same ad from continuously reappearing, ensuring that ads are properly displayed for advertisers, and in some cases selecting advertisements that are based on your interests. These cookies are used to enable you to share pages and content that you find interesting on our websites through third party social networking and other websites. These cookies may also be used for advertising purposes too.

For a list of the cookies that may be used on this website please see: [Lucky Orange](#) or [Google](#).

Please be aware that restricting or blocking cookies set on our websites may impact the functionality or performance of the website or prevent you from using certain services provided through the website. It will also affect our ability to update the website to cater for user preferences and improve performance.

Please note that other third parties with links from this website (for example [Twitter](#) and [ISSUU](#)) may also use cookies as detailed on their websites.

This website and its contents from time to time ("Site") are available to users only on the terms appearing below.

This Site belongs to Vibrant Energy Matters, a company registered in England and Wales under number 6755736 and whose registered office is 2 Foxes Lane, Oakdale Business Park, Blackwood, Gwent NP12 4AB.

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Viruses

Vibrant uses reasonable care to ensure that it does not create, replicate or transfer any computer viruses. However, viruses unfortunately exist, they are not always easy to identify and new and previously unknown viruses are continually being created and transferred. Accordingly, no guarantee can be given that this website and any software, email or program from Vibrant is virus free. Users and recipients are advised to take their own precautions as Vibrant accepts no liability in this regard.

Website privacy policy and data protection statement can be found at www.vibrantenergymatters.co.uk

Jurisdiction and acceptance of these terms and conditions

These terms are governed by and will be interpreted in accordance with the English courts. The English courts shall have exclusive jurisdiction to settle any claim or dispute which may arise out of or in connection with use of this website and these terms and conditions. Your continued use of this Website indicates your acceptance of these terms and conditions, which include our Copyright and Disclaimer, Privacy Policy and Cookie Policy