

Privacy Policy

This privacy policy sets out how Mesh Energy Limited uses and protects any information that you give Mesh Energy Limited when you use this website. Mesh Energy Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Mesh Energy Limited may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

This privacy policy was last updated on 21st May 2018

1. What we collect

1. We may collect the following information: a) name, b) contact information including address, telephone number and email address, c) demographic information such as preferences and interests, d) other information relevant to customer surveys and/or offers or competitions, d) architect names, e) information connected with reviews you leave.
2. We use different methods to collect data from and about you including through using our website, filling in forms or by corresponding with us by post, phone, email or otherwise.

2. What we do with the information we gather

1. We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:
 - i. Where the information is necessary for the adequate performance of the contract between you and us for us to provide our services.
 - ii. For customer service and resolution purposes
 - iii. Internal record keeping.
 - iv. We may use the information to improve our products and services.
 - v. We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
 - vi. From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail.
 - vii. We may use the information to customise the website according to your interests.

We have a legitimate interest in obtaining and using the information as set out above in being able to provide and improve the service and marketing you receive from Mesh Energy Limited. You can opt out of receiving communications from us by emailing info@mesh-energy.com.

3. Who we share your information with

In order to provide our services, we may need to provide your information to our trusted third-party partners, for example:

1. Our supply and fulfilment partners to deliver our services

2. Our marketing partners in order to offer you services which may be of interest
3. Our technology partners to ensure we can provide a safe and secure site and improve the performance and relevance of our site to you
4. Our professional services partners in order to comply with our legal obligations

4. Security

1. We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

5. How we use cookies

1. A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.
2. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.
3. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website. The ICO provide an extensive explanation of the ways that you can block cookies, please visit <https://ico.org.uk/for-the-public/online/cookies>

6. Links to other websites

1. Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

7. Controlling your personal information

1. You may exercise any of the rights described in this section by sending an email to info@mesh-energy.com. We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is complex. In this case we will notify you and keep you updated.
2. You may choose to restrict the collection or use of your personal information in the following ways:
 - i. Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
 - ii. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us or emailing us at info@mesh-energy.com.
3. Rectification of inaccurate or incomplete information. You have the right to ask us to correct inaccurate or incomplete personal information concerning you.
4. Data Access and Portability. You have the right to request copies of your personal information held by us. You may also be entitled to request copies of personal information that you have provided to us in a structured, commonly used, and machine-readable format and/or request us to transmit this information to another service provider. Please email us at info@mesh-energy.com or write to us.
5. Data Retention and Erasure. We generally retain your personal information for a period of six years after your last active use of our website (in line with our legal obligation to keep information for this duration for tax, legal reporting and auditing obligations). If you no longer want us to keep your information, you can request that we erase your personal information. Please note that if you request the erasure of your personal information:
 - i. We may retain and use your personal information to the extent necessary to comply with our legal obligations. For example, we may keep some of your information for tax, legal reporting and auditing obligations.
 - ii. Additionally, some copies of your information (e.g. log records) may retain in our database but are disassociated from personal identifiers.
6. Withdrawing Consent and Restriction of Processing. Generally, we do not rely on consent as a legal basis for processing your personal data other than sending marketing communications to you. Where you have provided your consent to the processing of your personal information by Mesh Energy Limited you may withdraw your consent at any time by sending a communication to Mesh Energy Limited specifying which consent you are withdrawing.
7. Data Security. The security of your data is very important to us. With this in mind we will take all appropriate steps to protect your data and will treat it with the utmost care and attention. We ensure that our systems are regularly monitored for possible vulnerabilities and attacks.
8. Lodging Complaints. You have the right to lodge complaints about the data processing activities carried out by Mesh Energy Limited before the Information Commissioner's Office (ICO). We would however appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.
9. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.