



## Luminous Energy Group Ltd Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

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### Contact details

Post Hartham Park, Corsham, Wiltshire, SN13 0RP, GB  
Telephone 0333 5770190  
Email [info@luminous.energy](mailto:info@luminous.energy)

### What information we collect, use, and why

We collect or use the following information to provide information about our company to interested parties who have requested such information:

- Names and contact details

### Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)

Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)

Your right to erasure - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)

Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)

Your right to object to processing - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### **Our lawful bases for the collection and use of your data**

Our lawful bases for collecting or using personal information for ‘To provide information about the company to interested parties’ at their own request are:

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - If visitors to our website want to talk to us, they are offering their name and contact details to enable us to get back in contact with them.

### **Where we get personal information from**

- Directly from you

### **How long we keep information**

We store your data for no longer than 3 months or for as long we need it, which is either when we have provided you with the required information or when our communications have ended.

### **How to complain**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:           Information Commissioner’s Office  
  Wycliffe House  
  Water Lane  
  Wilmslow  
  Cheshire  
  SK9 5AF

Helpline number: 0303 123 1113 Website: <https://www.ico.org.uk/make-a-complaint>

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