



Ian Gibbs
MSc (Dist) PGCHE FHEA MEI Chartered Energy Manager

Mobile: 07789 687432
www.the-pem.co.uk
i.gibbs@the-pem.co.uk

@PEM_LTD1

Professional Energy Management Ltd – Cookie & Privacy Policy

POTENTIAL CLIENT FILES

In order to quote for a project, we will take names, addresses, telephone numbers and email addresses. If the quote is not accepted, the information (both digital and hard copy) will be deleted/disposed of after 3 years. Individuals are free to choose what information they give us, and in what format they wish to receive the quotation.

CLIENT FILES

From May 25th 2018, all clients must agree as part of their letter of appointment to us holding and processing their information (name, address, phone number, email addresses and other personal information that they may wish to share with us e.g. children's names) in order for us to communicate with them during the normal provision of our service. Bank details are never requested, nor any secure personal data which may result in a security risk to our clients. Client files are kept at our offices for six years after the end of the project, and then all held information (both digital and hard copy) will be deleted/disposed of. Staff are responsible for the security of any files that leave the office with them for meetings or site visits. Files must not be left in staff cars overnight.

STAFF FILES

Staff files contain names, addresses, telephone numbers, email addresses, NI numbers, tax codes and bank details. This information is kept out of the office by the Director and will be deleted/disposed of at the end of the financial year, 12 months after the staff member ceases employment with PEM Ltd.



HOLDING OF INFORMATION IN DIGITAL FILES

All staff members and our support team have access to our computers. All computers are password protected and have up to date internet security. Computers are backed up to Cloud storage and a hard drive held by the Director. These are also password protected. Staff details are never held on the main office computers, and we do not have a computerised client information database, or any automated data processing procedures.

HOLDING OF INFORMATION IN MANUAL/PAPER FILES

Paper files are kept in the office. All our staff and tenants have access to our office building, but visitors are never allowed to access areas of the building where files are kept unattended. When disposing of any paperwork which may contain personal information, papers are shredded so they are not readable. Recycling bags are kept within the office until the morning of collection and never left outside overnight.

PROVIDING DATA ELECTRONICALLY

Anybody wishing to request details on what information PEM Ltd. hold on them should write directly to the Director. The Director has one month to respond.

PERSONAL DATA BREACH

Should it be suspected by anybody that a data breach has occurred by either a computer hack or theft/loss of a paper file, it should be notified to the Director who can investigate the breach.

We never purchase data from other companies or use collected personal data for direct marketing purposes. All data held is provided by the individual directly (or through their agents) for legitimate business purposes. Any marketing flyers or cards we send in the post will be to existing clients, businesses or individuals who have approached us for quotations.



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