

Privacy Policy

Energy2 Ltd — Last updated: 16 March 2026

Energy2 Ltd ("we", "us", "our") is committed to protecting your privacy. This policy explains how we collect, use, and protect your personal data when you use our website (energy2.co.uk) and related services.

Data Controller: Energy2 Ltd, registered in England, company number 13668568. Registered address: Fourthtime, Grubbins Lane, Speen, Buckinghamshire, HP27 0SH.

1. What We Collect

We collect personal data only when you provide it to us. This includes:

When you request a quote or book a survey:

- Name
- Email address
- Phone number
- Postcode
- Whether you are interested in a home battery or commercial system

When you use our Energy Model tool:

- Energy usage data you upload (smart meter CSV files or energy bills)
- Property type and energy profile information you enter

Automatically when you visit our website:

- IP address and approximate location
- Browser type and operating system
- Pages visited and time spent
- Referring website

We collect this data through standard web server logs and Cloudflare analytics. We do not use third-party tracking cookies.

2. How We Use Your Data

We use your personal data for the following purposes:

Purpose	Legal Basis
To arrange a free home survey and provide a personalised quote	Legitimate interest / pre-contractual steps
To contact you about your enquiry	Legitimate interest
To send you relevant updates about your order or installation	Performance of a contract
To improve our website and services	Legitimate interest
To comply with legal obligations	Legal obligation

We will **never** sell your personal data to third parties.

3. Who We Share Data With

We may share your data with:

- **Our installation engineers** — to arrange and carry out your survey or installation.
- **Cloud hosting providers** — our website and form data are hosted on Cloudflare (UK/EU data centres) and our backend systems use UK-hosted infrastructure.
- **Professional advisors** — accountants, lawyers, or insurers where necessary.

All data processing is carried out within the UK or EEA. We do not transfer personal data outside of these regions.

4. Energy Model Data

Data you upload to our Energy Model tool (smart meter readings, energy bills) is processed **entirely in your browser**. This data is not sent to our servers or stored by us. It remains on your device and is deleted when you close the page.

5. How Long We Keep Your Data

Data Type	Retention Period
Survey/quote enquiries	24 months from last contact
Customer records (post-installation)	Duration of warranty period (up to 15 years)
Website analytics	12 months

After these periods, your data is securely deleted.

6. Your Rights

Under UK GDPR, you have the right to:

- **Access** — request a copy of the personal data we hold about you.
- **Rectification** — ask us to correct inaccurate data.
- **Erasure** — ask us to delete your data (where there is no legal reason to keep it).
- **Restriction** — ask us to limit how we use your data.
- **Portability** — request your data in a machine-readable format.
- **Object** — object to processing based on legitimate interest.

To exercise any of these rights, contact us at hello@energy2.co.uk or write to the address above. We will respond within 30 days.

7. Security

We take appropriate technical and organisational measures to protect your personal data, including:

- Encrypted connections (HTTPS) on all pages
- UK-hosted data infrastructure with no communications outside the UK
- Access controls limiting who within Energy2 can view personal data
- Regular review of data processing practices

8. Cookies

Our website uses only essential cookies required for the site to function. We do not use advertising or tracking cookies. Cloudflare may set a security cookie to protect against malicious traffic — this does not track your browsing activity.

9. Children

Our website and services are not directed at children under 18. We do not knowingly collect personal data from children.

10. Changes to This Policy

We may update this policy from time to time. The date at the top of this page shows when it was last revised. Significant changes will be communicated via our website.

11. Complaints

If you are unhappy with how we have handled your data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

- **Website:** ico.org.uk
- **Helpline:** 0303 123 1113

12. Contact Us

For any privacy-related queries:

- **Email:** hello@energy2.co.uk
- **Phone:** 0800 112 6345
- **Post:** Energy2 Ltd, Fourthtime, Grubbins Lane, Speen, Buckinghamshire, HP27 0SH

Energy2 Ltd — Registered in England, number 13668568.

© 2026 Energy2 Ltd. Registered in England No. 13668568.

This document is accurate at time of printing. For latest version visit energy2.co.uk