



**Privacy Policy  
UCR Consultants Limited  
Energy Broker Services**

UCR Consultants Limited are committed to keeping your personal information safe and confidential. This Privacy Policy sets out the basis on which any personal information we collect from you, or that you provide to us, will be used and kept secure.

This notice applies to personal information we hold about individuals and other individuals, such as company directors, or contacts on business accounts, including sole traders and partners. It does not apply to information which we hold about companies and other legal organisations.

Please read this Privacy Policy carefully to understand our views and practices regarding your personal information and how we will treat it. When you provide your personal information to us, you are deemed to have read this Privacy Policy and to have accepted it.

We may update this privacy notice from time to time to ensure it is always up to date and accurate. Any changes we may make to our privacy notice will be posted on this page.

UCR Consultants Limited (company number 06971697) is the Data Controller in relation to the services and your personal information. Our registered address is 78 Loughborough Road, Quorn, Leicestershire, LE12 8DX

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to:

**UCR Consultants Limited**

Crescent  
House 40  
Regents Road  
Leicester  
LE1 6YJ

Alternatively, you can email us at [compliance@ucrconsultants.co.uk](mailto:compliance@ucrconsultants.co.uk)

**1. Information we may collect**

We will request and process the following information about you:

- Your contact details and the contact details of people associated with your business: this will include name, addresses and date of birth. Where suppliers request previous address history for credit checks, and bank sort code and account number in order to set up Direct Debits, we will ask you for this information.
- We do not require special categories of personal information (such as political, or religious beliefs)
- If we contact each other by telephone, we will keep a record of all inbound calls to and from our call centre
- If we contact each other in writing, we may keep a record of that correspondence, this includes letter, email and enquiries submitted via our website
- If you visit our website Wix will collect information on our behalf such as your Internet Protocol (IP) address or any information you enter on our website; this may be processed at a later date.

For more information about the data practises of Wix, please visit their Privacy Policy at <https://www.wix.com/about/privacy>

## 2. What we use your personal information for and why

- **Where we process your personal information because of a contract**  
If you have requested a Service from UCR Consultants Limited, we will process your personal information to support the application to the Supplier; our lawful basis for processing your information is "performance of a contract" with you. We are unable to provide our Service if you choose not to provide your information.  
Your contact details are collected so that UCR Consultants Limited and your Supplier can contact you about your contract and supply.
- **Where we process your personal information because we have a legitimate interest to**  
Processing is also carried out for the purpose of "legitimate interests" pursued by us, or our agents and service providers, utilising the least amount of personal information necessary for the particular task. We may monitor calls to provide customer service support, and for training and quality purposes; this helps us improve the service we provide.  
UCR Consultants Limited may disclose and use personal information collected about you within its own organisation for the purpose of internal business administration and analysis, completing any transaction you are undertaking with us, providing any goods or services to you, associated administration, or obtaining professional advice.  
We may need to pass your information to our agents and service providers, which may involve passing your information outside of the European Economic Area.  
If you request to be kept informed of services that we offer, your information may be used for marketing purposes by all divisions of UCR Consultants Limited. If you have used the service through a third party we will share contact details with them, or their marketing partners and agencies in line with their normal practice.
- **Where we have processed your information because we are legally obliged to**  
We also process items of your personal information because we are legally obliged to and in order to comply with Data Protection legislation and for the purpose of internal and statutory audits. By using our website or services you are also agreeing to the use of your personal information by UCR Consultants and regulatory/governing bodies for the purpose of compliance monitoring

If you have any queries about the information we hold about you, or about the safeguards we have in place to protect it, you can contact us at [compliance@ucrconsultants.co.uk](mailto:compliance@ucrconsultants.co.uk)

We will hold your personal information on our systems for as long as necessary to fulfil the purpose outlined in this Privacy Policy or until you request it is deleted (unless a longer retention period is required or permitted by law). Usually, you can expect us to keep your personal information for up to six years or as long as necessary.

Even if you delete or ask us to delete your personal information it may persist on backup or archived or legal, tax or regulatory purposes.

## 3. Where we collect your personal information from

- Directly from you when you request services from us, submit information via our website, or when you contact us via telephone, email or any other form of communication
- Our website host Wix, collect information on our behalf (1)
- Other companies we work with provide us with information to help us deliver and match our products and services to you. These may include, third party information providers, lead generation providers and third-party brokers who use our services as a Data Processor. All partners, suppliers and third parties who UCR Consultants Limited work with are responsible for ensuring they comply with all laws including the Data Protection Act 2018.
- Information you submit to our social media accounts

- The government and regulators such as Information Commissioners Office (ICO) may provide us with information about complaints they receive.

#### **4. Who we share your personal information with**

- Where you have requested a service, we will share your personal details with the Supplier to complete the service order
- Third party brokers who utilise our services as a Data Processor
- Credit and fraud agencies, including Experian and Credit Safe
- The government and regulators such as Information Commissioners Office (ICO) may provide us with information about complaints they receive
- Employees within UCR Consultants Limited, including Sales Agent and Administration in order that they can provide, and process services requested by you, as well as Managers for analytical and dispute resolution.

#### **5. Direct Marketing**

We may contact you by email, telephone or post with information about our products and services we believe you may be interested in. When you call UCR Consultants Limited, we may also provide you with information about products and services we believe you may be interested in. You can let us know at any time that you do not wish to receive marketing messages by sending an email to us at [compliance@ucrconsultants.co.uk](mailto:compliance@ucrconsultants.co.uk). Please note, if you are not registered on the TPS/CTPS register we may contact you again.

#### **6. Data Transfer, Storage and Security**

We have security procedures in place to protect the loss, misuse, or alteration of information under our control. We have security measures in place to protect its user database and access to this database is restricted.

We have put procedures in place to deal with any suspected personal data breaches and will notify you and the supervisory authority of a breach where we are legally required to do so.

The information that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal information, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Our servers are situated within the European Economic Area ("EEA"), however we collect data from wherever users are situated. The information that we collect may therefore be transferred to the UK from any other country in which you may be located, and our processing of such information will be subject to UK Data Protection laws rather than the laws of the country in which you are resident.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted to our site. Any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

#### **7. Your Rights**

You have the right to request access to your personal information; have it amended if it is not correct; place restrictions on, or object to its processing; request erasure of your data; and have the right to data portability (provided in a format which other companies are able to use). If

requesting any of the above from UCR Consultants Limited please provide this in writing, or by email to [compliance@ucrconsultants.co.uk](mailto:compliance@ucrconsultants.co.uk)

If you opt into marketing permission, you have the right to change your mind at any time; you can do so by emailing us at [compliance@ucrconsultants.co.uk](mailto:compliance@ucrconsultants.co.uk)

If you have unresolved concerns, you have the right to complain to the Information Commissioner Office (ICO), you can do this by contacting them via their website.