

Privacy Policy

1. Introduction

ENCOM Energy Compliance Consultancy Limited ("ENCOM", "we", "us", "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect personal data when you visit our website **www.encomconsultancy.com**, contact us, or use our services.

This policy is written in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using our website or services, you agree to the collection and use of information in accordance with this Privacy Policy. We recommend reviewing this policy regularly to ensure you understand how your personal data is handled.

2. Data Controller

The data controller responsible for your personal data is:

ENCOM Energy Compliance Consultancy Limited

United Kingdom

If you have any questions regarding this policy or how your data is handled, please contact us via our website contact form.

3. Personal Data We Collect

We may collect and process the following categories of personal data:

- Name
- Company name
- Email address
- Telephone number
- Postal address
- Information provided via contact forms, emails, or enquiries
- Technical data such as IP address, browser type, and usage data (via cookies)

We do not intentionally collect special category data (such as health or biometric data) through our website.

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4. How We Use Your Personal Data

We use personal data only where permitted by law and for the following purposes:

- To respond to enquiries and requests
- To provide and manage our professional services
- To maintain business records and correspondence
- To comply with legal and regulatory obligations
- To improve our website and user experience

Our legal bases for processing include:

- Consent
 - Performance of a contract
 - Compliance with legal obligations
 - Legitimate business interests
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5. Data Sharing and Disclosure

We do **not** sell, rent, or trade your personal data.

We may share personal data only where necessary and lawful, including:

- With governmental or regulatory bodies where required by law
- With trusted professional advisers or contractors who are subject to confidentiality obligations

All third parties are required to respect the security of your data and to treat it in accordance with the law.

6. Data Retention

We adhere to the principles of **purpose limitation** and **data minimisation**. Personal data is retained only for as long as necessary to fulfil the purposes for which it was collected, including legal, accounting, or regulatory requirements.

Once personal data is no longer required, it is securely deleted or anonymised.

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7. Data Security

We take appropriate technical and organisational measures to safeguard your personal data against unauthorised access, loss, misuse, or disclosure.

Access to personal data is limited to authorised employees and contractors who are bound by confidentiality and data protection obligations.

8. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate or incomplete data
- Request erasure of your personal data
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time (where processing is based on consent)

Requests can be made via our website contact form. We will respond in accordance with statutory timescales.

9. Cookies

Our website may use cookies to enhance functionality and analyse website traffic. You can manage or disable cookies through your browser settings. Further information may be provided in a separate Cookie Policy.

10. External Links

Our website may contain links to external websites. We are not responsible for the privacy practices or content of those sites. Please review their privacy policies separately.

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11. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy from time to time to reflect changes in legal requirements or our services. Any updates will be published on this page.

This Privacy Policy was last updated on 2 January 2026.

12. Contact Us

If you have any questions or concerns regarding this Privacy Policy or your personal data, please contact us via the contact form on **www.encomconsultancy.com**.