

## **RYBEDA Group Limited Privacy Policy**

### **Last Updated:**

**11<sup>th</sup> April 2024**

The type of personal information we collect - we currently collect and process the following information when required:

- Contact Name
- Company Name
- Email Address
- Company Address
- Telephone Number
- Business Energy Supplier
- Business Energy Supplier Contract Info including Start Date
- Amount Spent on Business Energy

### **How do we get the information and why we have it**

Most of the information we process is provided to us directly by you for one of the following reasons:

- Agreement to use one of our services – Energy Switching or Renewable Energy
- Subscription to Newsletter
- Any requirement of our services

We will not:

Share, sell, rent or trade any email lists with other companies or businesses for marketing purposes.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting: [dan@rybeda.com](mailto:dan@rybeda.com)
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a specific task.
- (f) We have a legitimate interest.

**How we store your personal information (this is dependent on your specific enquiry & what you use our services for)**

Your information is securely stored.

**Your data protection rights**

Under data protection law, you have rights including:

- Your right of access - You have the right to ask for copies of your personal information.
- Your right to rectification - You have the right to ask to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave me to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [dan@rybeda.com](mailto:dan@rybeda.com) if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint directly to us at The RYBEDA Group by emailing our named Data Protection Officer (DPO) Dan Reekie - [dan@rybeda.com](mailto:dan@rybeda.com)

You can also complain to the ICO if you are unhappy or have concerns with how we have used your data:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: [0303 123 1113](tel:03031231113)

ICO website: <https://www.ico.org.uk>

We take customer service very seriously, if you have a complaint please check out our [Complaints Process](#).