



Bliss Eco Energy Limited
76 London Road
Southend On Sea
Essex
SS1 1PG
0333 577 0304
info@bliss-ecoenergy.com

Bliss Eco Energy Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [Who we share information with](#)
- [How to complain](#)

Contact details

Post

Bliss Eco Energy, 76 London Road, SOUTHEND-ON-SEA, , SS1 1PG, GB

Telephone

0333 577 0304

Email

info@bliss-ecoenergy.com



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What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery:**

- Names and contact details
- Addresses
- Purchase or account history
- Website user information (including user journeys and cookie tracking)

We collect or use the following information for **the operation of customer accounts and guarantees:**

- Names and contact details
- Addresses
- Purchase history
- Account information, including registration details
- Marketing preferences

We collect or use the following information for **service updates or marketing purposes:**

- Names and contact details
- Addresses
- Website and app user journey information

We collect or use the following personal information for **dealing with queries, complaints or claims:**



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- Names and contact details
- Address
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information.

You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.



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- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.



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Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.



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Where we get personal information from

- **Directly from you:**
For example, when you complete a contact form, make an enquiry, speak to us by phone, or communicate with us via email or social media.
- **Suppliers and service providers:**
Such as system manufacturers or partners involved in delivering or supporting our services.
- **Third parties:**
Including:
 - Lead generation companies who provide your details after you express interest in relevant products or services;
 - Referrals from existing customers or business contacts;
 - Other trusted partners who assist in connecting us with individuals who may be interested in our services.



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How long we keep information

We only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including to satisfy any legal, accounting, or reporting requirements.

- Leads and Enquiries (No Contract Formed):

If we receive your details — whether through a contact form, a lead generation company, a product manufacturer, a referral, or any other means — but you do not enter into a contract with us, we will retain your information for up to 1 year from the date we receive it. This allows us to:

- Honour the validity period of the quote;
- Ensure consistency in our communications if you return to us;
- Avoid issuing conflicting or duplicate information.

- Customers (Contract Formed):

If you proceed with an installation, we will retain your information for up to 10 years from the date of installation. This is necessary to:

- Administer and support your 10-year workmanship warranty;
- Comply with our legal and regulatory obligations;
- Maintain accurate service records for warranty and support purposes.

After these periods, we will securely delete or anonymise your data unless we are required to retain it for longer by law.

Who we share information with

Others we share personal information with

- Relevant regulatory authorities
- External auditors or inspectors



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- Warranty and guarantee providers
- Organisations we're legally obliged to share personal information with
- Suppliers and service providers
- Other relevant third parties:
 - NAPIT (or similar competent person schemes) — to register installations and meet regulatory and certification requirements;
 - MCS (Microgeneration Certification Scheme) — to ensure compliance and enable eligibility for incentives such as SEG (Smart Export Guarantee);
 - Distribution Network Operators (DNOs) — to notify and gain permission for connecting your solar system to the local electricity grid, as required by law.



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How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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