Privacy Policy

Version 6 · Effective November 2026

Introduction

This Privacy Policy explains how CT Eco Plus Limited collects, uses, stores, protects and shares personal information in accordance with UK GDPR, the Data Protection Act 2018 and other applicable legislation.

CT Eco Plus Limited provides services relating to the Energy Company Obligation (ECO) scheme and associated energy efficiency programmes. This policy applies to visitors to our websites, customers, installers, partners and other individuals whose personal data we process.

Definitions

UK GDPR means the United Kingdom General Data Protection Regulation. ICO means the Information Commissioner's Office. Personal Data means information relating to an identified or identifiable individual.

Personal Data We Collect

Name, contact details, address information, property information, survey information, evidence documents, photographs, communications, technical installation information and records required to administer ECO and related schemes.

Lawful Basis for Processing

We process personal data on the basis of consent, contract, legal obligation and legitimate interests, depending upon the nature of the relationship and services provided.

Processing and Sharing Personal Data

We use personal data to administer services, communicate with customers and partners, undertake compliance activities, prevent fraud, manage contractual relationships and comply with legal obligations. Data may be shared with approved processors, energy suppliers, auditors, compliance bodies, regulators, IT providers and professional advisers where necessary.

Artificial Intelligence (AI) and Automated Processing

CT Eco Plus may utilise Artificial Intelligence (AI), machine learning technologies and automated analytical tools to assess evidence, review documents, analyse data, identify anomalies, support compliance checks, improve operational efficiency and enhance service delivery. AI systems are used as decision-support tools and are subject to appropriate human oversight. Significant decisions affecting individuals are not made solely through automated processing unless permitted by law. Where third-party AI providers are used, contractual and technical safeguards are implemented to protect personal data.

Data Retention

Personal data is retained only for as long as necessary to fulfil legal, contractual and regulatory requirements. Retention periods relating to ECO obligations may extend beyond general enquiry retention periods.

International Transfers

Where personal data is transferred outside the United Kingdom, appropriate safeguards will be implemented in accordance with UK GDPR requirements.

Data Security and Organisational Responsibilities

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, disclosure, alteration, loss or destruction. Responsibilities for handling sensitive material and data are assigned throughout the organisation. All staff are required to follow the company's Data Protection Policy & Procedure

and to complete Data Protection training.

Technical and organisational measures include:

- Firewalls and network security controls to protect company systems.
- Up-to-date virus scanning / anti-malware software on all company devices.
- Password protection (or equivalent strong authentication) on all company laptops, computers and mobile devices.
- Encryption of portable devices and secure methods for transferring sensitive data.
- Regular staff Data Protection training.
- Access controls so that personal data is only available to those who need it for their role.
- Secure disposal of paper and electronic records containing personal data.

These arrangements are documented in the company's Data Protection Policy & Procedure, which is approved by the Managing Director and has been reviewed within the last 12 months.

Data Breach Response

In the event of a personal data breach, CT Eco Plus will investigate the incident, mitigate risks, notify affected parties where required and report relevant breaches to the ICO within applicable statutory timescales.

Your Rights

You have the right to be informed, access your data, rectify inaccurate information, request erasure, restrict processing, object to processing, request portability and not be subject to decisions based solely on automated processing where applicable.

Contact

Data Controller: CT Eco Plus Limited, Suite 10 BizSpace, Courtwick Lane, Wick, Littlehampton, West Sussex, BN17 7TL.

Email: datacontroller@ct.eco

This Privacy Policy is issued by CT Eco Plus Limited. It has been reviewed and approved by the Managing Director (November 2026).