



## Privacy Statement

### WHAT DOES THIS PRIVACY STATEMENT COVER?

This Privacy Policy covers our treatment of information that we gather when you are accessing or using our services or when you contact us in any manner. We gather various types of information, including information that may identify you as an individual (“Personal Information”) as explained in more detail below.

### WHAT INFORMATION DOES MARS COLLECT?

When you use our services – we collect the personal information that you provide to us, for example your name, your email address, your company name, your job title as well as any other contact or other information you choose to provide us regarding our services.

### INFORMATION WE AUTOMATICALLY COLLECT:

When you use our website – we collect information via cookies and other similar technologies which may include saving cookies to users’ computers. We collect certain information related to your device such as your device’s IP address, referring website, what pages your device visited, and the time that your device visited our website.

For further information, please see our cookie policy.

### HOW DO WE USE THE INFORMATION?

We use the information we collect via our services for a range of reasons, including:

- to set up a contact and company record in our CRM system;
- to provide, operate and maintain the services;
- to process and complete transactions and send related information including transaction confirmations and invoices;
- to manage our customers’ use of the services i.e. respond to enquiries and comments and provide customer service and support;
- to investigate and prevent fraudulent activities, unauthorised access to the services, and other illegal activities;
- for any other purposes about which we notify customers and users.

We use the information we collect via our website:

- for administration and reporting purposes including (but not limited to) troubleshooting, performance analysis, statistical analysis and testing
- to improve our website to ensure that content is presented in the most effective manner for you and for your device;
- to analyse customers’ use of our website for trend monitoring and marketing purposes;
- for the purposes made clear to you at the time you submit your information – for example, to fulfil your request for information on our products and services;
- as part of our efforts to keep our website safe and secure.

We may also use the information you send to us via using our services, to communicate with you via email and possibly other means regarding our services that we think may be of interest to you.

You will always be able to opt-out of such communications at any time (see the “What choices do I have” section below).



## HOW DO WE SHARE AND DISCLOSE THE INFORMATION TO THIRD PARTIES?

We do not rent or sell your Personal Information to anyone under any circumstances.

We may process your personal information under a legal obligation or for our legitimate business interests e.g. data analytics and/or enhancing/modifying/improving our services (see 'Legitimate Interests' section below).

We do not transfer any information, personal or otherwise, outside of the EEA (European Economic Area) unless required by statutory or regulatory obligation.

Under our legal obligation we may be required to disclose your Personal Information in response to valid requests by public authorities such as HMRC, the Police or Security Services or with Regulatory Authorities such as The Financial Conduct Authority.

## LEGITIMATE INTERESTS

"Legitimate Interests" means the interests of our company in conducting and managing our business to enable us to give you the best service/products and the best and most secure experience. For example, we may process your information to protect against fraud and to ensure our websites and systems are secure.

When we process your personal information for our legitimate interests, we make sure to consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests – we will not use your Personal Data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

If you have any concerns you have the right to object to processing that is based on our legitimate interests.

## IS PERSONAL INFORMATION ABOUT ME SECURE?

We use appropriate technical, organisational and administrative security measures to protect any information we hold from loss, misuse, unauthorised access, disclosure, alteration and destruction. Unfortunately, no company or service can guarantee complete security. Unauthorised entry or use, hardware or software failure, and other factors may compromise the security of user information at any time.

## WHAT CHOICES DO I HAVE?

You can always opt not to disclose information to us, but keep in mind some information may be needed to register with us or to take advantage of our services. You can opt-out of receiving marketing communications from us at any time by contacting [compliance@mars-energy.co.uk](mailto:compliance@mars-energy.co.uk). If you have engaged any of our services we may send you non-promotional service related communications.

## CHILDREN

We do not knowingly collect or solicit personal information from anyone under the age of 16. If you are under 16, please do not attempt to register for our services or send any Personal Information about yourself to us. If we learn that we have collected Personal Information from a child, we will delete that information as quickly as possible. If you believe that a child under 16 may have provided us Personal Information please contact us at [compliance@mars-energy.co.uk](mailto:compliance@mars-energy.co.uk)

## LINKED WEBSITES

For your convenience, hyperlinks may be posted on our website that link to other websites (the "Linked Sites"). We are not responsible for, and this Privacy Policy does not apply to, the privacy practices of any Linked Sites or of any companies that we do not own or control. Linked Sites may collect information in addition to that which we collect on the website. We do not endorse any of these Linked Sites, the services or products described or offered on such Linked Sites, or any of the content contained on the Linked Sites. We encourage you to seek out and read the privacy policy of each Linked Site that you visit to understand how the information that is collected about you is used and protected.



#### WILL MARS ENERGY EVER CHANGE THIS PRIVACY POLICY?

We're constantly trying to improve our website and services, so we may need to change this Privacy Policy from time to time. We will alert you to material changes by, for example, placing a notice on our website and/or by sending you an email when we are required to do so by applicable law. You can see when this Privacy Policy was last updated by checking the date at the top of this page. You are responsible for periodically reviewing this Privacy Policy.

#### WHAT IF I HAVE QUESTIONS ABOUT THIS POLICY?

If you have any questions or concerns regarding our privacy policies, please send a detailed message to [compliance@mars-energy.co.uk](mailto:compliance@mars-energy.co.uk)

Our main business address for the purposes of this privacy statement is

Level 2, 21 Worship Street, London EC2A 2DW