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# Privacy Policy

This Privacy Policy sets out how SaveAdvice Ltd collects, uses and protects any information that you provide to us, in accordance with the European General Data Protection Regulation (GDPR). We are committed to ensuring that your privacy is protected and that your personal data is handled responsibly and transparently.

## What Information We Collect and How

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In order to provide you with information about our products and services and to carry out a detailed savings analysis for your business, we may need to collect certain types of personal data. This may include:

- Personal identification details such as your name, job title, address, telephone numbers and email address.
- Utility account information such as account numbers, meter reference numbers, energy rates and billing totals.
- If you are proceeding to sign up with a supplier through our service, we may require your bank account number and sort code.
- Details of the product or service you have chosen, including your contract type.
- Your consent to be contacted about other available services, or to receive renewal reminders when your agreements are due to expire.
- Information shared with us by third parties where you have given them permission to do so.
- We only collect information that you voluntarily provide to us, whether through our website, over the telephone, or in person, and we will always explain why that information is being requested.

## How We Use Your Information

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- We use your data to prepare a tailored report outlining the services available to you and the potential savings your business could benefit from.
- To contact you as needed in connection with your account or any enquiry you have raised, and to respond to any communications you send us.
- To provide you with information, products or services you have requested, or that we believe may be of interest to you, where you have given your consent to be contacted for such purposes.



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- We will retain your personal data for as long as we need to in order to provide our services to you. Payment details will be securely removed from our systems once they are no longer required.

## Who We Share Your Information With and Why

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There are limited circumstances in which we may need to share your information with third parties:

- To enable you to receive the service you have requested from the relevant supplier. Your information will not be used by them for any other purpose.
- Where we are required to do so by applicable law, a relevant public authority, or a law enforcement body.
- In the event that our business is sold or integrated with another organisation, your details may be transferred to the new business owners as part of that process.

## How We Protect Your Information

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- We have a range of security measures in place to protect your personally identifiable information to a reasonable and appropriate standard.
- Our databases are secured through both technical and procedural controls that restrict access to authorised personnel only. Staff members are only granted access to personal data where it is necessary for their specific role, and all team members are regularly kept up to date on our data security and privacy practices.
- We protect your data using security software, firewalls and encryption technologies.

## Cookies

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- We respect the privacy of all visitors to our website. Our Cookie Policy outlines how we use cookies on [saveadvice.ie](https://saveadvice.ie).
- We use Google Analytics to monitor and improve website performance. This is a web analytics service operated by Google Inc. It uses cookies to assess how our site is being used and to compile reports for us. These cookies do not contain any personally identifying information.
- For more information about cookies, please visit [www.allaboutcookies.org](https://www.allaboutcookies.org).



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## Your Rights and How to Exercise Them

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- You are always in control of your personal data. If you do not wish to receive offers or marketing communications from us, you can opt out at any time by emailing [support@saveadvice.ie](mailto:support@saveadvice.ie).
- In certain circumstances, you may request that the personal data we hold about you be permanently deleted from our records.
- By providing your information to us, you agree to its use as described in this Privacy Policy.
- If you would prefer that a supplier no longer contacts you with offers or marketing material, you can withdraw your consent by contacting them directly and following their opt-out procedure.

You have the right to request a copy of all personal data that SaveAdvice Ltd holds or processes about you. This is known as a Subject Access Request. To submit a request please email: [support@saveadvice.ie](mailto:support@saveadvice.ie)

## Updates to This Policy

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We may update this Privacy Policy from time to time to reflect changes in our practices or in applicable law. The most current version is always available at [www.saveadvice.ie/privacy-policy](http://www.saveadvice.ie/privacy-policy).

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