

# Privacy Policy

Last updated: 19<sup>th</sup> May 2025

This Privacy Policy explains how **T J Forever Solar Ltd** (“we”, “us”, “our”) collects, uses, and protects your personal information when you visit our website or use our services.

We are committed to protecting your privacy and handling your personal data in accordance with the UK GDPR and the Data Protection Act 2018.

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## 1. Who We Are

### **T J Forever Solar Ltd**

Registered Address: T J Forever Solar Ltd. 92 Stanborough Road, Plymouth. PL9 8PH

Email: [comms@tjforeversolar.uk](mailto:comms@tjforeversolar.uk)

Phone: +44 (0)7823 325113

Website: [www.tjforeversolar.uk](http://www.tjforeversolar.uk)

T J Forever Solar Ltd is the Data Controller of any personal information collected through this website and during the course of providing our services.

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## 2. What Information We Collect

We may collect and process the following types of personal data:

### **a) Information you provide directly**

- Your name, address, and contact details (phone number, email)
- Installation or quotation details
- Payment information (where applicable)
- Any correspondence or communication with us
- Photos or documents you share for site surveys or installations

### **b) Information we collect automatically**

When you visit our website, we may automatically collect:

- IP address and browser type

- Information about how you use our website (e.g. pages visited, time spent)
- Cookies and similar technologies (see Section 9)

### c) Information from third parties

We may receive data from:

- Suppliers or contractors involved in your installation
  - Accreditation or warranty bodies (e.g. MCS, RECC)
  - Finance providers (if you apply for finance)
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## 3. How We Use Your Information

We use your personal data for the following purposes:

- To provide quotations and carry out solar installations or related services
  - To manage your account, project, and communications
  - To process payments and issue invoices
  - To register your system with certification or warranty schemes (e.g. MCS, DNO, manufacturer)
  - To comply with legal and regulatory obligations
  - To send you updates about your installation or maintenance
  - To send occasional marketing or promotional communications (only if you have given consent or where legally permitted)
  - To improve our website, products, and services
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## 4. Legal Basis for Processing

We rely on one or more of the following lawful bases to process your personal data:

- **Contract:** processing is necessary for the performance of a contract or to take steps before entering into one.
- **Legal obligation:** to comply with applicable laws and regulations.
- **Legitimate interests:** for business operations, such as improving our services and preventing fraud.
- **Consent:** when you have given explicit permission, e.g. for marketing communications.

You can withdraw consent at any time by emailing **comms@tjforeversolar.uk**.

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## 5. How We Share Your Information

We may share your data with trusted third parties where necessary to deliver our services, including:

- Installation and maintenance subcontractors
- Certification bodies (MCS, RECC)
- Warranty and finance providers
- IT, hosting, and email service providers
- Professional advisers (accountants, legal advisors, etc.)
- Regulatory authorities, if required by law

We will never sell your personal information to third parties.

All third parties are required to respect your data privacy and process your information in accordance with data protection law.

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## 6. Data Retention

We will keep your personal data only as long as necessary to:

- Provide our services and fulfil our contract with you;
- Meet our legal and accounting obligations; or
- Resolve any disputes.

Typically, we retain customer records for 6 years after the end of the contractual relationship, unless a longer period is required by law (e.g. for warranty or insurance purposes).

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## 7. How We Protect Your Data

We take appropriate technical and organisational measures to protect your personal data from loss, misuse, or unauthorised access, including:

- Secure password-protected systems
  - Encrypted communications
  - Limited staff access on a need-to-know basis
  - Regular data protection training
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## 8. Your Rights

Under data protection law, you have the right to:

- **Access** the personal data we hold about you
- **Rectify** inaccurate or incomplete information
- **Erase** your personal data (“right to be forgotten”)
- **Restrict** or object to processing of your data
- **Data portability** – receive a copy in a structured, commonly used format
- **Withdraw consent** for marketing or other optional uses

To exercise your rights, please contact us at **comms@tjforeversolar.uk**  
We may require proof of identity before fulfilling your request.

If you believe we have mishandled your data, you also have the right to lodge a complaint with:

**The Information Commissioner’s Office (ICO)**

Website: [www.ico.org.uk](http://www.ico.org.uk)

Phone: 0303 123 1113

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## 9. Links to Other Websites

Our website may contain links to external sites.

We are not responsible for the privacy practices or content of those websites.

We encourage you to read the privacy policy of any website you visit.

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## 10. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in law or our business practices. Any updates will be posted on this page with a new “last updated” date.

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## Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

T J Forever Solar Ltd

Head Office: T J Forever Solar Ltd. 92 Stanborough Road, Plymouth. PL9 8PH. UK

Phone: +44 (0)7823 325113

Email: [comms@tjforeversolar.uk](mailto:comms@tjforeversolar.uk)