

ACE WIZARD Data Privacy Policy

Welcome to ACE Wizard, an online air conditioning energy inspection and F-Gas log book designed especially for energy assessment firms, energy assessors, air conditioning maintenance firms, facility management firms and their clients. This policy applies across all our systems and any other apps or services we may offer (for example, events or training).

This policy explains how we deal with your personal data which includes information about you like your name, email, address, telephone number payment information, support queries, community comments. More information how we treat your data check out our Terms of Use which can be found on our website and on the “My Account” section in our energy report ins system ACE Wizard.

If we update this policy or our Terms of Use which we may need to do from time to time, we will make sure we let you know, this will most likely be by email.

Who are ‘we’? When we refer to ‘we’ (or ‘our’ or ‘us’), that means ACE Wizard Ltd and all its wholly owned subsidiaries, websites & systems.

We provide an easy-to-use online platform for Energy Assessment firms & Energy Assessors to produce Energy Reports on buildings for Businesses who can independently review, manage and use the data collected as part of the assessment to help reduce their energy consumption and to maintain HAVC assets and F-gas compliance log books.

Our approach to data privacy is founded on our key goal to continually improve the service we provide to all our users and to constantly seek to improve ease of use and to increase the energy information and savings opportunities to all users.

How we collect your data When you visit our websites or use our services, we collect personal data. The ways we collect it can be broadly categorised into the following:

Information you provide to us directly: When you visit or use some parts of our websites and/or services we might ask you to provide personal data to us. For example, we ask for your contact information when you sign in to review reports or sign up to use any of our services on an ongoing basis, request information through our website, participate in community forums, join us on social media, take part in training and events, contact us with questions or request support. If you don’t want to provide us with personal data, you don’t have to, but it might mean you can’t use some parts of our websites or services or experience a delay in us assisting you.

Information we collect automatically: We collect some information about you automatically when you visit our websites or use our services like your IP address. We also collect information when you navigate through our websites and services, including what pages you looked at and what links you clicked on. This information is useful for us as it helps us get a better understanding of how you’re using our websites and services so that we can continue to provide the best experience possible and improve the service we provide to you.

Information we get from third parties: Most of information we collect, we collect directly from you or an agent you have authorised to enter the data on your behalf such as an energy assessor writing an energy report using our service. Sometimes we might collect data about you from other sources, such as publicly available materials like the Governments Non-Domestic Energy Performance Register. We

use this information to supplement the personal data we already hold about you and your organisation, to better inform, personalise and improve our services to you.

Where we collect personal data, we'll only process it to perform a contract with you, or where we have legitimate interests to process the personal data and they're not overridden by your rights, or in accordance with a legal obligation, or where we have your consent. If we don't collect your personal data, we may be unable to support you or provide you with all our services.

If you're someone who doesn't have a relationship with us directly but believe that an ACE Wizard subscriber has entered your personal data into our websites or services. In the first instance you should contact that ACE Wizard subscriber for any questions you have about your personal data (including where you want to access, correct, amend, or request that the user delete, your personal data). Failing this please contact support@acewizard.co.uk and we will either engage the related ACE Wizard subscriber or work with you directly within a reasonable time frame.

How we use your data, we use your personal data to operate our websites and provide you with any services you've requested, and to manage our relationship with you. We also use your personal data for other purposes, which may include the following:

To communicate with you. This may include:

- providing you with information you've requested from us (like training or education materials) or information we are required to send to you
- operational communications, like changes to our websites and services, security updates, or assistance with using our websites and services
- marketing communications (about ACE Wizard or another product or service we think you might benefit from or are interested in) in accordance with your marketing preferences
- asking you for feedback or to take part in any research we are conducting (which we may engage a third party to assist with).

To support you: This may include assisting with the resolution of technical support issues or other issues relating to the websites or services, whether by email, in-app support or otherwise.

To enhance our websites and services and develop new ones: For example, by tracking and monitoring your use of websites and services so we can keep improving, or by carrying out technical analysis of our websites and services so that we can optimise your user experience and provide you with more efficient tools and better energy information.

To protect: So that we can detect and prevent any fraudulent or malicious activity, and make sure that everyone is using our websites and services fairly and in accordance with our terms of use.

To market to you: In addition to sending you marketing communications, we may also use your personal data to display targeted advertising to you online – through our own websites and services or through third party websites and their platforms.

To analyse, aggregate and report: We may use the personal data we collect about you and other users of our websites and services (whether obtained directly or from third parties) to produce aggregated and anonymised analytics and reports, which we may share with third parties partners to help add additional value to the services we provide you.

How we can share your data - There will be times when we need to share your personal data with third parties. We will only disclose your personal data to:

- third party service providers and partners who assist and enable us to use the personal data to, for example, support improved or provide additional functionality on the website or services, or to market or promote our goods and services to you
- regulators, law enforcement bodies, government agencies, courts or other third parties where we think it's necessary to comply with applicable laws or regulations, or to exercise, establish or defend our legal rights. Where possible and appropriate, we will notify you of this type of disclosure
- an actual or potential buyer (and its agents and advisers) in connection with an actual or proposed purchase, merger or acquisition of any part of our business
- other people where we have your consent.

Data Retention - The length of time we keep your data depends on what it is and whether we have an ongoing business need to retain it (for example, to provide you or one of your clients with a service you or they have requested or to comply with applicable legal requirements).

We'll retain your personal data for as long as we have a relationship with you, after which and only open your request this data will be deleted within a period of 30 days after the termination date or notice of deletion if this is post the termination date in accordance with our Terms of Use. Following that period, we'll make sure the personal data is deleted or anonymised.

When it comes to marketing communications, you can ask us not to send you these at any time – just follow the unsubscribe instructions contained in the marketing communication or log in to your account and change your marketing preferences.

You also have rights to:

- know what personal data we hold about you, and to make sure it's correct and up to date, this can be done on the "My Account" page in the system
- request a copy of your personal data, or ask us to restrict processing your personal data or delete it
- object to our continued processing of your personal data

You can exercise these rights at any time by sending an email to support@acewizard.co.uk.

If you're not happy with how we are processing your personal data, please let us know. We will review and investigate your complaint and try to get back to you within a reasonable time frame. You can also complain to your local data protection authority. They will be able to advise you how to submit a complaint.

How to contact us - We're always keen to hear from you. If you're curious about what personal data we hold about you or you have a question or feedback for us on this notice, our websites or services, please get in touch at support@acewizard.co.uk