

Privacy Policy

Welcome to Bradford Low Carbon Hydrogen Limited's (referred to below as "BLCH") privacy policy. BLCH respects your privacy and is committed to protecting your personal data under UK data protection law. This privacy policy will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

BLCH is the data controller in respect of personal data processed under this policy. BLCH's company number is 14315106 and registered address is at North Bailey House, 12 New Inn Hall Street, Oxford, England, OX1 2RP.

It is important that you read this privacy policy together with any other privacy policy BLCH may provide on specific occasions when it is collecting or processing personal information about you so that you are fully aware of how and why it is using your personal information.

Why do we collect Personal Information about you?

BLCH collects personal information about you to inform you about, and provide you with, products or services, to deal with any enquiries you may have about them and to improve and develop these for the future.

What Personal Information do we collect?

BLCH collects the following types of personal information about you:

- Forename and surname;
- E-mail address;
- Telephone number;
- Address;
- Details of the BLCH Products you are interested in or query you have made.

Cookies

For detailed information on the cookies, we use and the purposes for which we use them see the BLCH Cookies Policy.

How do we receive Personal Information about you?

BLCH receives this personal information about you:

- When you contact us directly or visit our website to request an e-brochure or a quote for a Product or service or to make a general enquiry;
- Where you have contacted us in relation to acquiring a product.

How do we use Personal Information about you?

BLCH uses this personal information about you:

- To identify who you are when you contact us;
- To provide you with information in relation to your query or request;
- To contact you to answer your query;
- To improve our services and to carry out customer surveys;
- To resolve complaints or issues you may have with our Product or service;
- To send you marketing information about our development;
- To invite you to BLCH events that you may be interested in.

How will we contact you?

BLCH and its third-party service providers (e.g. marketing fulfilment agencies) may contact you by post, telephone, email and/or text message, unless you have told us not to or have registered with the telephone or post preference services.

Who do we provide this Personal Information to?

BLCH will provide your personal information to its service providers who perform services on its behalf, such as marketing fulfilment agencies or IT service providers.

Where we store your information

All personal information that BLCH has about you is stored on secure servers operated by BLCH, its parent companies or its third-party service providers. These third-party service providers have access to your personal information needed to perform their functions but may not use it for other purposes. BLCH ensures that these third-party service providers will only process your personal data in accordance with this policy and applicable data protection legislation.

Data Transfers

Your personal information may be processed by BLCH's third party service providers based or operating outside the UK. BLCH will use appropriate safeguards to ensure that your personal data is treated securely and in accordance with data protection legislation in connection to such processing of your personal data outside the UK.

Data Retention

Your personal information will be held in BLCH's customer relationship management systems for an indefinite period to manage our relationship with you. BLCH will carry out periodic data cleanses of this information to ensure that it is up to date and accurate.

Your Rights

You have the following rights in connection with your personal information processed by BLCH:

Access

You can request access to your personal information and further details about how your personal information is handled by BLCH;

Object

You have the right to object to our processing of your personal information for direct marketing purposes or where the processing isn't necessary for the purposes of the legitimate interests pursued by BLCH or by a third party;

Rectification

You can request rectification of any incorrect personal data held about you;

Erase

You can request erasure of any personal data where the processing isn't necessary for the purposes of the legitimate interests pursued by BLCH or by a third party.

You have the right at any time to withdraw consent to receiving marketing from BLCH and/or to amend the delivery method we use. To manage your rights and delivery preferences, please follow the instructions in our marketing communications, enquiry forms or write to us at:

post: Bradford Low Carbon Hydrogen Limited, 1100 Century Way, Thorpe Park, Leeds, West Yorkshire, LS15 8TU;

Email: enquiries@bradfordhydrogen.com.

You can also exercise any of these rights at any time by contacting us using the contact details provided below.

If you are concerned or have questions about how BLCH handles your personal data, please contact us and we will assist you.

Please note that you have the right to lodge a complaint with the UK Information Commissioner's Office (or any other appropriate supervisory authority) which may be accessed through the following link <https://ico.org.uk/concerns/>.

Changes to our Privacy Policy

BLCH reserves the right to revise this privacy policy or any part of it from time to time. Please check back frequently to see any updates or changes to our privacy policy.