

Contact Solar Privacy Notices

CONTACT T/A CONTACT SOLAR LTD (“Contact Solar”, “we”, “us”, “our”) respects your privacy and values the trust you place in us when you share your personal data with us. To find out more about what personal data we collect, how we collect it and what we use it for, click on the relevant link below. These links take you to our Privacy Notices, which also provide details on us as the “controller” of your data including who to contact if you have any questions as to how we handle your information:

- If you are an employee of ours, please click here.
- If you are a third party, such as a visitor to our sites or a contractor working at or with us (including agency-supplied workers, managed service workers and embedded contractors), please click here.
- If you are a customer who has procured, or is seeking to procure, products and/or services from us, the below privacy policy applies to you.

We may share, or require you to share, information about you with other members of our group of companies such as EDF Energy Customers Limited and EDF Energy Limited. This is so that we can provide the best service to you, for example to resolve any dispute or queries you have in relation to the processing by us of your personal data.

Personal Data Privacy – what we collect; how we collect and why we collect data about you

This policy sets out how we, as data controller, collect and use your personal information, why we use it, with whom we share it, the rights to which you may be entitled and your choices about our use of your personal information, that may arise from you buying and using our products and services. This notice may change from time to time but if we change anything important (for example, the information we collect, how we use it or why) we will highlight those changes to you.

It is important that the personal data we hold about you is accurate and current. Please let us know if personal data is inaccurate or if your personal data changes by emailing customerrelations@contact-solar.co.uk. If you would like to make a complaint regarding our use of your personal data, please complete this [complaint form](#). For anything else, please contact the Data Protection Officer on dpo@edfenergy.com or by letter to EDF Energy, Nova North, 11 Bressenden Place, Victoria, London, SW1E 5BY.

This policy was last updated on 21/05/2026

Summary

We collect personal information from you, third party service providers or publicly available sources. This information often consists of things like your name, address and contact details (but can also include consumption data and metering information) and we use this information for the activities we have listed in the table below.

We are committed to keeping your personal information safe and we have technical and organisational measures in place to prevent unauthorised access or use of your information. We also require that our suppliers protect such information from unauthorised access use and disclosure.

<p>What we collect</p> <p>This category of information we collect about you includes:</p>	<p>How we use it</p> <p>We use this information for certain activities, including to:</p>	<p>Why we use it</p> <p>We use this information because:</p>
<p>Information that you give us in order for us to set up and manage your account:</p> <ul style="list-style-type: none"> • Your contact details including: your name, address, email address; phone number and the contact details of people associated with your account; • Your bank account details and other financial information; • Information about you such as gender; age; occupation; marital status, business address (if relevant) and national identifiers; • Information related to the product you have purchased, such as MPAN number. 	<ul style="list-style-type: none"> • Provide our products and services; • Take payment from you; • Onboard you as a customer on our system and app; • Help us to ensure that our customers are genuine and to prevent fraud; • Reporting and account management; • To assess and monitor your ability to pay for the products and service and if you may require additional support; • To tell you about the different services we could offer you, including 	<ul style="list-style-type: none"> • It's necessary to perform the contract; • We have a legitimate business interest to: • ensure that we can onboard you as a customer, provide you with our products and services and manage your account throughout; • tell you about the various products and services we can offer; • ensure that we can recover our costs for the products and/or services we have provided to you; • We have a legal obligation.

	<p>different payment methods and products;</p> <ul style="list-style-type: none"> • Process any grant application you may be entitled to. 	<ul style="list-style-type: none"> • Consent (we only make grant applications on your behalf where you have specifically requested for us to do so). 	
<p>Information about the way you use our services:</p>	<ul style="list-style-type: none"> • Details on products or services we have provided or you've purchased such as your total consumption and generation and other solar panel data; • When and where you made these purchases; • What you paid for them and how you paid; • Whether you've opened electronic communications from us; • Whether you've clicked on links in electronic communications from us; • How you use our website and any mobile applications • Marketing preferences; • Marketing information (previous communication data; transaction history); • Information you send us when you register your interest in a 	<ul style="list-style-type: none"> • Develop new services; • Improve our services • Allow you to benefit from many of our solar panel features • Identify Contact Solar and related third party product, services and marketing of these that may be of interest to you; • Determine future pricing; • Personalise our service of things you're interested in and how you use our services; • Statistical analysis, research, and reporting; • Help to train our staff; • Take part in government or industry initiatives; 	<ul style="list-style-type: none"> • We have a legitimate business interest to: • improve our services and better understand how our customers use them; • ensure that we are better able to personalise our offers to you; • protect our business interests by ensuring that our customers are genuine and consumption is as accurate as possible; • ensure that we can recover our costs for the products and/or services we have provided to you; • It is necessary to perform the contract; • In addition to the above, where we have obtained your consent to use the

product/service/trial or take part in competitions/innovations.

- Test computer systems;
- Keep a record of the information which you have been provided;
- Debt collection and debt assignment purposes (including tracing your whereabouts, transferring debt to debt collection agencies, debt purchasers or other suppliers and sharing this information with credit reference agencies);
- To assess and monitor your ability to pay for the products and services and if you may require additional support;
- Calculate consumption and generation;
- Detect, prevent and investigate suspected and confirmed theft of energy/fraud.

data in this explicit way, then we can rely on that consent.

Information we collect from third-party partners and corporate customers which could include:

- Bank details and banking information from your bank;
- Bank details and financial information from payment processing companies;
- Potential customer details, like name and email address, from:
 - publicly available sources such as the electoral roll; Royal Mail and Council Tax websites; and
 - price comparison entities; lead generation companies and brokers who direct you to us.
- Details on products or services we have provided, or you've purchased.

[A list of these entities can be found here.](#)

- To respond to your queries, complaint and disputes.
- Provide our services;
- Manage and administer our systems;
- Take payment from or give you a refund;
- Help us to ensure that our customers are genuine and to prevent fraud;
- Personalise our service to you;
- Statistical analysis and research into our clients;
- Combine this information with other kinds of information mentioned above;
- Engage brokers of price comparison sites so that they can list our prices and services on their websites/mobile applications and provide you with price comparison services;

- We have a legitimate business interest in:
 - developing and maintaining relationships with vendors, partners and other companies and dealing with individuals who work for them;
 - conducting research to improve our services;
 - ensure that we can recover our costs for the products and/or services we have provided to you;
 - It is necessary to perform the contract;
 - In addition to the above, where we have obtained your consent to use the data in this explicit way, then we can rely on that consent.

	<ul style="list-style-type: none"> • Organise the attendance of installers at your address to install or monitor usage; • Debt collection and debt assignment purposes (including tracing your whereabouts, transferring debt to debt collection agencies, debt purchasers, or other suppliers) • To assess and monitor your ability to pay for the products and services and if you may require additional support. 	
<p>Information that we collect from you in order to comply with all relevant laws, regulations, industry codes and government instructions, and to deal with complaints:</p>	<ul style="list-style-type: none"> • Your contact details; • Health, medical and financial data; • National identifiers; • Consumption and generation data; • Financial information (bank account details; debit/credit card details); • Pension credit information. 	<ul style="list-style-type: none"> • Report to Ofgem; • Report to The Department for Energy Security and Net Zero • Provide access to industry schemes and government initiatives. • Respond to requests made by law enforcement or regulatory authorities, bodies or agencies, or in the defence of a legal claim. • We need to comply with legal obligations; • We have a legitimate business interest in: • investigating possible/actual incidences of theft; • resolving any complaints we may receive; • ensuring that we comply with our regulatory and legislative obligations.

	<ul style="list-style-type: none"> • To help us monitor and audit customer site visits. 	<ul style="list-style-type: none"> • Where we have obtained your consent to use the data in this explicit way, then we can rely on that consent. • Where there is a substantial public interest to share information with network operators. 	
<p>Information when you communicate with us whether in person, through our website or via email, over the phone, through social media or via any another medium, including:</p>	<ul style="list-style-type: none"> • Your contact details; • The details of your communications with us; • The details of our messages to you; • Your marketing preferences; • Marketing information; • Solar panel information. 	<ul style="list-style-type: none"> • Answer any issues or concerns; • Monitor customer communications for quality and training purposes; • Develop new services; • Improve our services; • Personalise our service; • Deal with any complaints; • Assist with fraud investigations. 	<ul style="list-style-type: none"> • We have a legitimate business interest in: • understanding customer feedback and in responding to customer communications in a consistent manner; • ensuring that we are better able to personalise our offers to you. • It is necessary to perform the contract; • In addition to the above, where we have obtained your consent to use the data in this explicit way

then we can rely on that consent.

Information that we collect incidentally from other sources or public sources, including:

- Information presented on our social media or wider media platforms such as Facebook or Instagram;
- Information collected by security systems;
- Information provided by Citizens Advice, the Energy Ombudsman or solicitors;
- Information relating to energy consumption and contact details from energy registers, landlords, building manager, employers, letting and managing agents, and network distributors.

- Maintain market awareness;
- Build and maintain social media branding, and our branding in general;
- Deal with complaints received;
- Address subject access requests;
- Check and confirm validity and maintain the accuracy of data we hold in our systems about you or premises that our solar panels are situated at;
- To locate premises that have been demolished so that we can remove our products and services.

- We have a legitimate business interest in:
- providing security over our business;
- maintaining a public profile within the media;
- resolving customer's complaints;
- maintaining the accuracy of data we hold.
- In addition to the above, where we have obtained your consent to use the data in this explicit way, then we can rely on that consent.

Marketing Communications & Preferences

We will process your personal information to send you marketing communications because we have a legitimate interest in keeping you up to date with our products and services. This applies to all our past and current customers who have either opted in or have not opted out of receiving marketing communications and any other persons who have previously provided their personal information to us when expressing an interest in our products or services.

All emails containing direct marketing will have an unsubscribe option, and you can update any of your opt-in marketing preferences by phoning us on +441257 443377 or by emailing info@contact-solar.co.uk.

Information we share

In certain circumstances, we may transfer your personal data to employees, contractors, and other third parties. Below are some examples of when your personal information is transferred to other third-party organisations.

- We may share information about you with other members of our group of companies so that we can provide the best service to you, for example where you have agreed to participate in a service or product we offer together with them, or to resolve any dispute or queries you have in relation to the processing by us of your personal data.
- We may also share your information with certain contractors or service providers, and they may process your personal data for us. They are always required to meet our standards on processing information and security. The information we provide them, including your information, will only be provided in connection with the performance of their function. A list of these entities can be [found here](#);
- If we're discussing selling or transferring part or all of our business – the information may be transferred to prospective purchasers under suitable terms as to confidentiality – or if sold, to buyers who can continue to provide services to you;
- If we're required to by law, or under any regulatory code or practise we follow, or if we are asked by any public or regulatory authority – for example, the Police; Ofgem or Department for Energy Security and Net Zero – or bring or to defend any legal claims;
- We will share your information with the relevant network operators (such as Distribution Network Operators) to assist them in securing a constant and safe supply of energy to your property; and/or
- Your personal data may be shared if it is made anonymous and aggregated, as in such circumstances the information will cease to be personal data. However, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice;
- If you decide to change suppliers, we may share such information with the new supplier.

- We may share your personal data with organisations or government departments that may offer funding or grants in respect of our products and services.
- We also share data with marketing partners, such as Facebook, Google, and LinkedIn and third parties connected to advertising, retargeting and analytics. Please see our Cookie Policy for more information.
- To fulfil our agreements with you and to provide our service we may disclose your personal data to our service providers including our delivery and logistics providers, charger installation and maintenance providers and our technology providers who support the operation of our services.
- We may share your personal data with professional advisors who support our appointed representative status to enable you to use regulated lenders to purchase our products.
- We share your personal data with payment providers such as Stripe and Apple Pay to enable you to make payments for our products and services.
- Where you request our assistance, we may share your personal data with organisations or government departments that may offer funding or grants in respect of our products and services.
- We may also share your personal data with energy tariff providers where you have agreed to participate in a service or product we offer together with them.
- We may share details of your charger serial number, meter point access number, address and postcode with Distribution Network Operators, the National Grid and utility providers to enable them to provide us with data analytics services and enable the management and security of the national and your local electricity supply.
- We will share your personal data with any public or regulatory authority if required to do so by law.

Payment Processors

We use Stripe for payment, analytics, and other business services. Stripe collects and processes personal data, including identifying information about the devices that connect to its services. Stripe uses this information to operate and improve the services it provides to us, including for fraud detection and prevention. You can learn more about Stripe and its processing activities via Stripe's privacy policy at <https://stripe.com/privacy>.

For information about how Apple Pay uses and processes your personal data in reference to your choice to pay for your order with us using Apple Pay, please refer to Apple Pay privacy notice at <https://www.apple.com/uk/legal...>

Automated decision making

We may make automated decisions on certain matters. For example, we may do this to decide whether we can provide our services to you. This will be informed by screening on databases and confirmation of your information (including by third parties). If the information required is not provided, we cannot agree to provide a product or service for you.

Where and for how long your information will be held

We process personal information (which can be via third parties) within and outside the European Economic Area. We will make sure that the appropriate safeguards are in place prior to the transfer of personal information and in the majority of cases, we will have contractual protections in place which include standard data protection clauses.

Whenever we transfer your personal data out of the United Kingdom, we enable a similar degree of protection is afforded to it as it would benefit from in the United Kingdom by ensuring at least one of the following safeguards is implemented:

- (a) We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data.
- (b) Where we use certain service providers, we may use specific contracts approved by the United Kingdom data protection authorities which give personal data the same protection in other jurisdictions as it has in the United Kingdom.

We will keep your information for as long as it is reasonably necessary and this will depend on factors such as: the sensitivity of the information; whether you've still got an active account; any outstanding debt with us; if you have interacted with recent offers; to comply with our legal and regulatory obligations; resolve disputes; and enforce our agreements.

Your rights

You have certain rights in relation to your information but some of these rights will only apply in certain circumstances. They will generally not be available if there are outstanding contracts between us, if we required by law to keep the information or if the information is relevant to a legal dispute. If you would like to exercise or discuss any of these rights, please contact the Data Protection Officer using the contact information provided at the start of this policy.

- You can ask us to confirm if we are processing your information;
- You can ask for access to your information;
- You can ask to correct your information if it's wrong;
- You can ask us to delete your information;
- You have a right to be forgotten and you can ask that our systems stop using your information;

- You can ask us to restrict how we use your information;
- You can ask us to help you move your information to other companies;
- You can ask us to stop using your personal information, but only in certain cases; and
- You have the right to complain to the relevant supervisory authority.