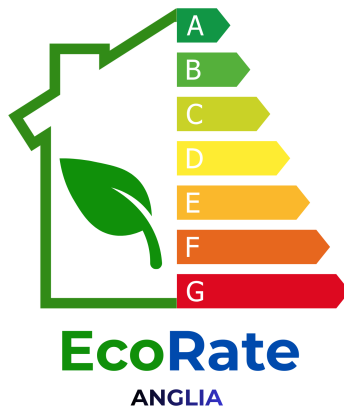




Privacy Policy

Last updated: 6 September 2026

EcoRate Anglia respects your privacy and is committed to protecting your personal information. This privacy policy explains how we collect, use, store and protect your information when you visit our website, contact us or use our services.

1. Who we are

EcoRate Anglia is the trading name of Ecorate Limited. We provide Energy Performance Certificates (EPCs), property floor plans, legionella risk assessments, damp and mould assessments and related property services.

For the purposes of UK data protection law, Ecorate Limited, trading as EcoRate Anglia, is the data controller responsible for your personal information.

Ecorate Limited trading as EcoRate Anglia
Unit 20, Park Farm Business Centre
Fornham St Genevieve, Bury St Edmunds
Suffolk, IP28 6TS

Email: info@ecorateanglia.co.uk
Telephone: 01284 598 111
Website: www.ecorateanglia.co.uk

2. Information we collect

Depending on how you contact us and which services you request, we may collect:

- Your name, email address and telephone number
- Your home, business or property address
- Details about the property being assessed
- Your relationship to the property, such as owner, landlord, tenant, agent or property professional
- Information provided through our website enquiry form, by telephone, email or message
- Appointment and access arrangements
- Billing and payment information
- Communications between you and EcoRate Anglia
- Information, measurements, photographs and supporting documents gathered during an assessment
- Technical information about your website visit, including IP address, browser, device and usage information
- Cookie preferences and information collected through cookies or similar technologies

We may also receive information about you from another person or organisation, such as a landlord, letting agent, estate agent, property manager, homeowner or commercial client who asks us to contact you or arrange property access.

Please do not send us sensitive personal information unless it is genuinely necessary for us to provide the requested service.

3. How we use your information

We may use your personal information to:

- Respond to enquiries and provide quotations
- Arrange, manage and carry out property assessments
- Contact you about appointments or access arrangements
- Produce EPCs, reports, floor plans and other requested documents
- Lodge EPCs through our accreditation scheme and the official government register
- Send completed certificates, reports and invoices
- Process and record payments
- Maintain evidence required for accreditation, auditing and quality assurance
- Meet legal, regulatory, insurance and professional obligations
- Keep appropriate business, accounting and tax records
- Handle questions, complaints or disputes
- Protect our website, systems and business against fraud or misuse
- Understand website use and improve our services
- Send marketing communications where you have consented or the law otherwise permits

We do not sell your personal information.

4. Our lawful bases for using your information

Under UK data protection law, we must have a lawful basis for processing your personal information. Depending on the circumstances, we rely upon:

Contract: when processing is necessary to provide a quotation, arrange an assessment or perform a service you have requested.

Legal obligation: when we must retain or disclose information to comply with legal, taxation, regulatory, accreditation or professional requirements.

Legitimate interests: when reasonably necessary to operate and protect our business, manage customer relationships, maintain accurate records, improve services, recover debts or respond to disputes. We balance these interests against your privacy rights.

Consent: where we ask for your permission, including for certain marketing communications or non-essential website cookies. You may withdraw consent at any time.

5. EPC assessments and property information

When completing an EPC or associated assessment, we may record details about the property, including its construction, dimensions, heating, insulation, lighting and renewable-energy systems. We may also take photographs and retain documents as evidence.

This information may be shared with our accreditation scheme, relevant software providers and the official government EPC register where necessary to lodge the certificate, demonstrate compliance or complete quality-assurance checks.

Once lodged, an EPC and certain property-related information may appear on the publicly accessible government EPC register. Information published on the register is controlled in accordance with the rules governing that register.

6. Who we share information with

Where necessary, we may share relevant information with:

- Our EPC accreditation scheme
- The official government EPC register and its operators
- Software, website-hosting, email, cloud-storage and IT service providers
- Payment processors, banks and accounting providers
- Professional advisers, insurers and auditors

- Contractors or other assessors assisting with an authorised service
- Estate agents, letting agents, landlords, property managers or other instructing clients, where appropriate
- Government departments, regulators, courts, law-enforcement authorities or other organisations where disclosure is legally required
- A purchaser or successor if Ecorate Limited or its business assets are sold or reorganised

These organisations receive only information reasonably necessary for the relevant purpose. Where required, service providers acting on our behalf must protect it and use it only in accordance with our instructions.

7. International transfers

Some website, email, software or cloud-service providers may process information outside the United Kingdom. Where personal information is transferred internationally, we take reasonable steps to ensure an appropriate legal safeguard is in place, such as UK adequacy regulations or approved contractual protections.

8. How long we retain information

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected and to satisfy applicable legal, accounting, insurance, accreditation and reporting requirements. Generally:

- Unsuccessful or unconverted enquiries will normally be retained for up to two years.
- Customer, appointment, report and assessment records may be retained for as long as required by our accreditation scheme, applicable regulations or professional obligations.
- Financial and transaction records will generally be retained for at least six years after the relevant accounting period.
- Information connected with a complaint, dispute or legal claim may be retained until the matter and any applicable limitation period have ended.
- Marketing information will be retained until you unsubscribe, withdraw consent or we determine it is no longer appropriate to retain it.

We may securely delete or anonymise information when it is no longer required.

9. Cookies and website analytics

Our website may use cookies and similar technologies to operate correctly, remember your preferences, maintain security and understand how visitors use the website.

Essential cookies may be used without consent where strictly necessary for the website to function. We will request consent before placing non-essential analytics, advertising or similar cookies where consent is required.

You can accept, reject or manage non-essential cookies through the cookie controls displayed on our website. You can also adjust your browser settings, although disabling certain cookies may affect how the website works.

10. Marketing communications

We may contact you about our services where you have consented or where we otherwise have a lawful basis. You can ask us to stop marketing at any time by using an unsubscribe option or emailing info@ecorateanglia.co.uk. We may still contact you about an existing enquiry, appointment, assessment, payment or other service-related matter.

11. Keeping your information secure

We use appropriate technical and organisational measures designed to protect personal information from accidental loss, unauthorised access, misuse, alteration or disclosure. However, no internet transmission or electronic storage system can be guaranteed completely secure. Please take care when sending personal information electronically.

12. Your data-protection rights

Depending on the circumstances, you may have the right to:

- Ask for confirmation that we hold your personal information
- Request a copy of the personal information we hold about you
- Ask us to correct inaccurate or incomplete information
- Ask us to delete your information
- Ask us to restrict how your information is used
- Object to particular uses of your information
- Receive certain information in a portable format
- Withdraw consent where processing is based on consent
- Object to direct marketing at any time

These rights are not absolute and may be limited where we have a lawful reason or obligation to retain or continue using information. To exercise a right, email info@ecorateanglia.co.uk. We may need to verify your identity and will normally respond within one month.

13. Complaints

If you have concerns about how we use your personal information, please contact us first so we can try to resolve the matter. You also have the right to complain to the Information Commissioner's Office:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.org.uk

14. Links to other websites

Our website may contain links to websites operated by other organisations. We are not responsible for their privacy practices, content or security. You should read the privacy policy of any external website you visit.

15. Changes to this policy

We may update this privacy policy to reflect changes to our services, website, suppliers or legal obligations. The latest version will be published on our website with the revised date shown at the top.

16. Contact us

For questions about this policy or how your information is used, contact Ecorate Limited trading as EcoRate Anglia at info@ecorateanglia.co.uk, telephone 01284 598 111, or write to Unit 20, Park Farm Business Centre, Fornham St Genevieve, Bury St Edmunds, Suffolk, IP28 6TS.