

Privacy Statement

At Joule, we prioritise your privacy and comply with applicable data protection laws, including the GDPR. This Privacy Policy explains how we collect, use, and protect your personal data.

What Data Do We Collect?

We collect personal data only when you provide it directly, such as when you contact us or request a service. This may include:

- Name, address, and company details
- Email address and phone number
- Information about products installed at your premises by a third party (e.g., an installer)
- Any personal data you provide in communication with us

We **do not** use cookies, Google Analytics, or tracking technologies to collect data.

How Do We Use Your Data?

We use your information only for the purposes you have agreed to, including:

- Providing and improving our services
- Responding to inquiries and support requests
- Managing customer relationships
- Sending relevant updates and offers (only with your consent)

You may unsubscribe from marketing emails at any time via the link in our emails.

Data Security & Storage

We protect your personal data against unauthorised access, loss, or misuse. Access is limited to necessary personnel, and where external service providers are involved, we ensure they meet strict security standards.

We retain your personal data only as long as necessary for the intended purpose, in line with our internal retention policy.

Your Rights

Under the GDPR, you have the right to:

- You have the right of access to your personal data

- You have the right to rectification to any errors of your personal data
- You have the right to erasure of your personal data
- You have the right to restriction of processing
- You have the right to data portability
- You have the right to know if any automated decisions are made about you
- You have the right to object

To exercise these rights, please contact us. If you believe we have not handled your data correctly, you may file a complaint with the relevant data protection authority.

For questions regarding this Privacy Policy, please contact us at jjedataprotection@joule.ie.