



Kinetic Systems Support UK Ltd

Building Energy and Control Solutions

Ebenezer House, 605, Bradford Road, Bailiff Bridge, Brighouse,
West Yorkshire, HD6 4DN

Privacy Policy

Last Updated: 26 / 01 / 26

Introduction

Kinetic Systems Support (UK) Ltd are committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website, contact us, request a quotation, engage our services, or otherwise interact with us.

This policy is designed to comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable privacy laws.

1. Who We Are

Kinetic Systems Support (UK) Ltd

Registered Office: Kinetic Systems Support (UK) Ltd, 3 Greengate, Cardale Park,
Harrogate, HG3 1GY

Registered in England No: 07904027

Telephone: 0845 1309716

Email: info@kineticgroup.co.uk

Website: kineticgroup.co.uk

For the purposes of data protection legislation, Kinetic Systems is the "Data Controller" responsible for your personal data.

2. Information We Collect

We may collect and process the following information:

Information You Provide to Us

When you contact us, request a quotation, complete a website form, or engage our services, we may collect:

- Name
- Company name
- Job title
- Postal address
- Email address
- Telephone number
- Details of your enquiry
- Information relating to electrical projects or works
- Any other information you choose to provide

Information Collected Automatically

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device information
- Operating system
- Website usage data
- Pages visited
- Date and time of visits
- Referring website information

This information helps us improve our website and services.

3. How We Use Your Information

We may use your personal information to:

- Respond to enquiries
- Provide quotations and estimates
- Deliver electrical contracting services

- Manage customer relationships
- Process payments and invoices
- Comply with legal and regulatory obligations
- Improve our website and services
- Monitor website performance and security
- Send service-related communications

Where you have provided consent, we may also send marketing communications about our services.

4. Legal Basis for Processing

We process personal data under one or more of the following lawful bases:

Contract

Where processing is necessary to provide services you have requested.

Legitimate Interests

To operate and improve our business, maintain customer relationships, and ensure website security.

Legal Obligation

To comply with legal, regulatory, accounting, taxation, and health and safety requirements.

Consent

Where you have specifically agreed to receive marketing communications or where consent is otherwise required.

You may withdraw consent at any time.

5. Cookies

Our website may use cookies and similar technologies to improve your browsing experience.

Cookies help us:

- Understand website usage

- Improve website functionality
- Remember user preferences
- Monitor website performance

You can control cookies through your browser settings.

For more information, please see our **Cookie Policy**.

6. Marketing Communications

If you have opted in to receive marketing communications, we may contact you regarding:

- Company updates
- New services
- Industry news
- Promotional offers

You can unsubscribe at any time by:

- Clicking the unsubscribe link in emails
- Contacting us directly

We will never sell your personal data to third parties for marketing purposes.

7. Sharing Your Information

We may share personal information with:

- Employees and authorised personnel
- Professional advisers
- IT and website service providers
- Payment providers
- Insurers
- Regulatory authorities
- Accreditation and certification bodies
- Subcontractors involved in delivering services

All third parties are required to protect your information and process it lawfully.

We do not sell personal data.

8. International Transfers

Where personal information is transferred outside the United Kingdom, we will ensure appropriate safeguards are in place to protect your data, including approved contractual arrangements where required.

9. Data Security

We take appropriate technical and organisational measures to protect personal information, including:

- Secure servers and hosting
- Password protection
- Encryption where appropriate
- Access controls
- Cybersecurity monitoring
- Regular software updates

While we take reasonable steps to protect your information, no method of transmission over the internet can be guaranteed as completely secure.

10. How Long We Keep Your Information

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including:

- Customer records and contracts: up to 6 years after completion of services
 - Financial records: up to 6 years as required by law
 - Marketing preferences: until consent is withdrawn
 - Website analytics data: in accordance with our analytics provider's retention settings
-

11. Your Rights

Under UK data protection law, you may have the right to:

- Access your personal data
- Request correction of inaccurate information
- Request deletion of your data
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, please contact us using the details below.

12. Third-Party Websites

Our website may contain links to external websites.

We are not responsible for the privacy practices or content of third-party websites and encourage you to review their privacy policies.

13. Children's Privacy

Our website and services are not directed at children under the age of 13.

We do not knowingly collect personal information from children.

14. Contact Us

If you have any questions regarding this Privacy Policy or how we process your personal information, please contact:

Kinetic Systems Support (UK) Ltd

3 Greengate, Cardale Park, Harrogate, HG3 1GY

Registered in England No: 07904027

Telephone: 0845 1309716

Email: info@kineticgroup.co.uk

Website: kineticgroup.co.uk

15. Complaints

If you are unhappy with how we handle your personal information, please contact us first so we can attempt to resolve your concerns.

You also have the right to complain to:

Information Commissioner's Office

Website: [Information Commissioner's Office \(ICO\)](#)

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, legal requirements, or website functionality.

Any updates will be published on this page and become effective immediately upon publication.

Kinetic Systems Support (UK) Ltd

© [Year] All Rights Reserved.