

Privacy & Cookie Policy

Effective Date: 01/10/2025

Montali Energy Services respects your privacy and is committed to protecting your personal data. This Privacy & Cookie Policy explains how we collect, use, and safeguard your information when you interact with us, including through our website, services, and communications.

1. Information We Collect

We may collect:

- **Personal Information:** Name, email, phone number, address, job title, and company affiliation.
- **Billing & Transaction Data:** Payment details, invoices, and related records.
- **Technical Data:** IP address, browser type, device identifiers, and browsing activity on our website.
- **Project & Service Data:** Information you provide when discussing or using our services.

We do not knowingly collect data from children under 16.

2. How We Use Your Information

We process your information to:

- Deliver and manage our services.
 - Respond to enquiries and customer support requests.
 - Process transactions and issue invoices.
 - Improve our services and website experience.
 - Send service updates and administrative communications.
 - Comply with legal and regulatory obligations.
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3. Legal Bases for Processing (UK GDPR)

We process your personal data under the following legal bases:

- **Contract:** To provide services you have requested.
 - **Consent:** Where you have given clear consent (e.g., marketing communications).
 - **Legal Obligation:** To comply with laws and regulations.
 - **Legitimate Interests:** For business operations, provided your rights are not overridden.
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4. Sharing of Information

We may share your data with:

- **Service Providers:** IT support, hosting, payment processors, and other trusted partners.
- **Legal Authorities:** If required to do so by law or legal request.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets.

We do **not** sell your personal data.

5. Data Retention

We retain personal data only as long as necessary to fulfil the purposes outlined in this policy, unless a longer retention period is required by law.

6. Your Rights (UK GDPR)

You have the right to:

- Access the personal data we hold about you.
- Request correction or deletion of your data.
- Object to or restrict processing of your data.
- Request transfer of your data to another provider ("data portability").
- Withdraw consent at any time (where processing is based on consent).
- Lodge a complaint with the **Information Commissioner's Office (ICO)**.

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

7. Data Security

We take appropriate technical and organisational measures to protect your personal data. However, no system can be guaranteed 100% secure.

8. Cookies & Similar Technologies

What Are Cookies?

Cookies are small files stored on your device when you visit a website. They help us remember your preferences, improve functionality, and analyse site performance.

Types of Cookies We Use

- **Strictly Necessary Cookies** – essential for core site functionality.

- **Performance & Analytics Cookies** – help us improve the website by analysing visitor behaviour.
- **Functional Cookies** – remember your preferences and settings.

Managing Cookies

When you first visit our website, you will be asked to manage your cookie preferences via our cookie banner. You can also control or disable cookies through your browser settings.

Cookie Banner Example:

We use cookies to enhance your browsing experience and analyse site traffic. By clicking "Accept All," you consent to our use of all cookies. You may adjust your preferences at any time in "Cookie Settings."

[Accept All] [Reject Non-Essential] [Cookie Settings]

9. International Data Transfers

If we transfer your data outside the UK, we will ensure appropriate safeguards are in place (such as Standard Contractual Clauses or equivalent protections).

10. Changes to This Policy

We may update this policy from time to time. The updated version will always be posted on our website with the revised effective date.

11. Contact Us

If you have any questions about this policy or how your data is handled, please contact us at:

Montali Energy Services

Eastfield Business Centre Penicuik EH26 8EZ

0131 270 3763

You also have the right to lodge a complaint with the UK Information Commissioner's Office (ICO): <https://ico.org.uk>