



Luxion Group Marketing.

Privacy Information Notice.

March 2025

Privacy Information Notice.

Luxion Group Limited is committed to the operation of fair processing in relation to the collection and use of personal information. This Privacy Information Notice explains how we will collect and use your personal information when you consent to receive marketing from one of our subsidiaries: Utilita Energy Limited, Utilita Field Services Limited, Procode Technology Limited, Canary Care Global Limited and Luxion Sales Limited.

Luxion Group Limited and its subsidiaries are the controllers in respect of personal information used for direct marketing purposes. If you have any questions or concerns in relation to this Privacy Information Notice you can contact our Data Protection Officer at privacy@luxion.group or write to us at: FAO: Data Protection Officer, Luxion Group Limited, Hutwood Court, Bournemouth Road, Eastleigh, SO53 3QB.

We will only process your information for direct marketing where you have consented to direct marketing.

1. WHAT TYPES OF INFORMATION WE MAY COLLECT AND HOW WE USE IT

1.1. We collect information about you:

- 1.1.1. When you register your interest using a form.
- 1.1.2. When you Opt-In to receiving marketing.

1.2. The information we may collect includes:

- 1.2.1. Name;
- 1.2.2. Contact Details – Address, telephone number and email address;
- 1.2.3. Behavioural Information – Browsing history, click patterns and interactions with our marketing materials;
- 1.2.4. Property Information – Ownership, property size, type and composition and other information regarding your property that you provide for specific services and products;
- 1.2.5. Business Name, address and contact details.

1.3. We use this information to:

- 1.3.1. Send you promotional offers, newsletters, and service updates about our products and services;
- 1.3.2. Personalise your experience and tailor our marketing efforts to your preferences;
- 1.3.3. Conduct market research and analyse trends to improve our offerings.

1.4. We may share your information with:

- 1.4.1. Other companies within Luxion Group Limited;

2. OUR LEGAL BASES FOR COLLECTING AND PROCESSING YOUR PERSONAL DATA

2.1. We process your personal data based on your consent, which you provide when you opt-in to receive our marketing communications. You can withdraw your consent at any time by contacting us or using the unsubscribe link in our emails. ('Consent')

3. HOW WE LOOK AFTER YOUR INFORMATION

3.1. Information we hold about you is stored on secure servers that are protected from external access using best practice in information technology. Staff access our systems by individual password protected schemes, which limits access to personal data to those who need to use it to provide our services.

3.2. Depending on the information we hold we will remove your information over time in line with our data minimisation obligations.

4. YOUR RIGHTS

4.1. Under Data Protection law (including, without limitation, the Data Protection Act 2018 and the General Data Protection Regulation (GDPR)), you have rights in relation to the information we collect and process about you.

4.2. You have the right to ask us for your personal information that we hold and process about you. This is known as a subject access request

4.3. You can also ask:

4.3.1. That any inaccurate information we hold about you is corrected;

4.3.2. That we delete information about you for certain purposes;

4.3.3. That we don't make decisions about you by completely automated means;

4.3.4. That personal data you have given us be provided to you in a common machine-readable format or sent to a third party where this is technically feasible.

4.4. The rights set out above may apply in limited circumstances, and we may not always be able to comply with your request to exercise these rights. We will try to respond to a request to exercise your rights within 1 month. If we are unable to exercise your rights within 1 month, we will notify you in writing.

4.5. To find out more about your rights please visit the Information Commissioners Officer website.

4.6. If you are unhappy with the way we handle your personal information, please contact our Data Protection Officer at privacy@luxion.group. We will try to address your concerns. You can also complain to the Information Commissioner's Office who is the relevant UK regulatory body for data protection.

5. CHANGES TO THE PRIVACY INFORMATION NOTICE

5.1. Any changes we make to our Privacy Information Notice will be posted online or included in communications to you from time to time.