

## 1. Introduction

PBS Utility Services Ltd (“we”, “us”, or “our”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal data when you visit our website [www.pbsutilities.co.uk](http://www.pbsutilities.co.uk) or interact with us.

## 2. Who We Are

- Company Name: PBS Utility Services Ltd.
- Address: St Andrews Business Centre, Queens Lane, Mold, CH7 1XB
- Phone Number: 01745 472 500
- Email address: [contact@pbsutilities.co.uk](mailto:contact@pbsutilities.co.uk)

## 3. The Data We Collect About You

We may collect and process the following personal data:

- Identity Data: Name, title.
- Contact Data: Email address, telephone numbers.
- Technical Data: IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.
- Usage Data: Information about how you use our website.

We may also collect and use aggregated data. This means statistical or demographic data that is grouped together in a way that no longer identifies individuals. For example, we may combine website usage data to see how many people use a certain page or feature. While this isn't personal data on its own, if we ever combine it with your data in a way that could identify you, we treat it as personal data.

We do not intentionally collect any Special Category Data (such as information about your health, ethnicity, political opinions, or religious beliefs), unless you provide it voluntarily — for example, in a job application or during a recruitment process. If we ever need to collect this kind of data, we will explain why and ask for your explicit consent where required.

## 4. How is Your Personal Data Collected?

We collect data through:

- Direct interactions – Most often, you give us information directly. For example, when you fill in a form on our website, send us an email, call us, apply for a job, or sign up for updates or events, we collect the details you provide.
- Automated technologies – We also collect some data automatically when you visit our website. This includes things like:
  - your IP address

- the type of device
- the browser you're using
- what pages you visit, and
- how you found our site.

We gather this information using cookies, server logs, and other similar technologies.

- Third parties or publicly available sources – We may receive personal data about you from other sources. This can include:
  - analytics providers
  - social media platforms, or
  - recruitment agencies.

We may also use information from public sources like Companies House.

## 5. How We Use Your Personal Data

We use your personal data to provide a good service, meet our legal duties, and improve how we work. We only use your data when we have a clear reason to do so, and we make sure it is always handled responsibly.

We use your personal data to:


- Deliver the services you ask for, including responding to enquiries, sending updates, or managing any contracts between us.
- Contact you about your account, service updates, or changes to our policies or terms.
- Manage our business relationship with you, such as keeping records of your contact with us, processing payments, or handling complaints.
- Improve our website and digital services by analysing how people use them and making changes based on that insight.
- Recruit and process job applications if you apply for a role with us.
- Monitor and protect the security of our website, systems, and services.
- Meet our legal and regulatory responsibilities, such as financial reporting, responding to official requests, or defending legal claims.

We will only use your personal data for the purposes we collected it for, unless we reasonably consider that we need to use it for another reason that is compatible with the original purpose.

## 6. Legal Basis for Processing

We process your personal data under the following legal bases:

- Consent: Where you have given clear consent for your data to be held by us.

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- **Contract:** Where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.
- **Legal Obligation:** Where processing is necessary for compliance with a legal obligation.
- **Legitimate Interests:** Where our business in conducting and managing our business to enable us to give you the best service and the best and most secure experience.

## 7. Data Sharing

We sometimes need to share your personal data with other organisations. We do this to help run our business, provide services, or meet legal obligations — but we only share what’s necessary, and we always make sure your data stays protected.

We may share your personal data with:

- Other companies in our corporate group or subsidiaries, where they help us deliver services or support our operations.
- Service providers who carry out work on our behalf, such as IT providers, website hosts, marketing agencies, or payment processors.
- Professional advisers, including lawyers, accountants, insurers, or auditors.
- Public authorities, regulators, or law enforcement, when required by law or to protect our legal rights.
- Investors or funding partners, where this is necessary for business purposes and done under strict confidentiality.
- Potential buyers or merger partners, if we look to sell, transfer, or merge parts of our business. If such a change happens, the new owners may use your personal data in the same way as set out in this policy.


We never sell your personal data. And we only allow third parties to use it for the specific purposes we’ve agreed with them, under written contracts that meet data protection laws.

## 8. International Transfers

We do not transfer your personal data outside the UK. If we do, we ensure a similar degree of protection is afforded to it by ensuring appropriate safeguards are implemented.

## 9. Data Security

We have implemented appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way.

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## 10. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes we collected it for, including satisfying any legal, accounting, or reporting requirements.

## 11. You Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data, including:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

To exercise any of these rights, please contact us at [contact@pbsutilities.co.uk](mailto:contact@pbsutilities.co.uk)

## 12. Cookies

Our website uses cookies to distinguish you from other users. This helps us provide you with a good experience and allows us to improve our site. For detailed information on the cookies we use, please see our Cookie Policy.

## 13. Changes to This Privacy Policy

We keep our Privacy Policy under regular review and reserve the right to change it at any time.


Any changes we make will be updated on our website.

## 14. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at:

- Full name of legal entity: PBS Utility Services Ltd.
- Email address: [contact@pbsutilities.co.uk](mailto:contact@pbsutilities.co.uk)
- Postal address: Data Protection Officer, PBS Utility Services Ltd, St Andrews Business Centre, Queens Lane, Mold, CH7 1XB

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk).

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## 15. Glossary

- Personal Data: Any information relating to an identified or identifiable individual.
- Processing: Any operation performed on personal data, such as collection, use, storage, or disclosure.
- Data Controller: The entity that determines the purposes and means of processing personal data.
- Data Processor: The entity that processes personal data on behalf of the data controller.
- UK GDPR: United Kingdom General Data Protection Regulation.