Privacy Policy

Effective Date: 03 March 2026

1. Introduction

This privacy policy explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

We hope the following sections will answer any questions you have but if not, please do get in touch with us. It's also likely that we'll need to update this Privacy Policy from time to time so you're welcome to come back and check it whenever you wish.

When you are using the Pliosaur Energy website we use 3rd party vendors to store your data. Pliosaur Energy Ltd is the data controller for any data stored with Amazon Web Services (AWS).

2. Explaining the legal bases we rely upon

The law on data protection sets out a number of different reasons for which a company may collect and process your personal data.

- Consent is required in specific situations, for example, when you tick a box to receive email newsletters or agree to share your emission data. When collecting your personal data, we'll always make clear to you which data is necessary for a particular service.
- Contractual obligations in certain circumstances require us to collect and use your personal data. For example, we'll use these details to deliver our product to you.
- Legal compliance may justify our requirement by law to collect and process your data. For example, we can pass on details of people involved in fraud or other criminal activity affecting the company to law enforcement.
- Legitimate interest can allow us to use your data in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests.
- Fraud prevention, account security, and the establishment, exercise, or defence of legal claims, where retaining limited information is necessary to protect both the company and users.

Our website may contain links to content or other functionality provided by third parties which are outside our control and are not covered by our privacy policy. The operators of those websites may collect information about you in accordance with their privacy policy, which may differ from ours. We encourage you to read those providers' privacy policies on their websites. We do not accept any responsibility or liability for these policies.

Pliosaur Energy Ltd is governed by the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction over any dispute arising out of your use of our services.

3. When do we collect your personal data

- When you create an account with us.
- When you engage with us on social media.

- When you download or install one of our apps.
- When you contact us by any means with queries, complaints etc.
- When you choose to complete any surveys we send you.
- When you've given a third party permission to share with us the information they hold about you.
- When our finance suppliers share information with us about the product you have purchased.

4. What sort of personal data do we collect

- If you have an account with us: your name, address, email, telephone number, marketing preferences and for account verification purposes your date of birth and a response to a security question.
- Details of your interactions with us. For example, we collect notes from our conversations with you, details of any complaints or comments you make, and how and when you contact us.
- Copies of documents you provide to prove your age or identity where the law requires this.
- Details of your visits to our websites or apps, and which site you came from to ours.
- Information gathered by the use of cookies in your web browser. For more details, please see our Cookie Policy.
- We do not hold any payment card information.
- Your social media username, if you interact with us through those channels, to help us respond to your comments, questions or feedback.

5. How we protect your personal data

We treat your data with the utmost care and take all appropriate steps to protect it. Access to your personal data is password-protected, and sensitive data such as payment card information is secured by trusted third-party vendors (e.g., Stripe, AWS).

6. How long we keep your personal data

We retain personal data only for as long as necessary for the purposes for which it was collected, including to satisfy legal, accounting, or regulatory requirements.

We operate a two-level account deletion process:

(A) Permanent Deletion (Hard Erasure)

If you request deletion and have no completed purchases or financial records, your account and associated personal data will be permanently deleted. This deletion is irreversible and account recovery will not be possible.

All profile information, login credentials, and contact details will be securely removed from our systems.

(B) Profile Deletion with Record Retention (Soft Deletion)

If you request deletion and have completed purchases or hold certificates, certain transaction records must be retained to comply with UK legal and accounting obligations (generally up to six years from the end of the relevant financial year, in accordance with UK accounting requirements).

In this case:

- Your profile information (such as name, address, telephone number, date of birth, security answers, and marketing preferences) will be securely deleted.
- Login credentials will be disabled.
- Financial transaction records will be retained as required by law.
- The account will be placed in a restricted state.

In limited circumstances, a minimal amount of contact information may be retained solely for account security and recovery purposes. This information will not be used for marketing or profiling. This retention is based on our legitimate interest in protecting account security and preventing unauthorised access.

Account Recovery

If your account has been deleted under the soft deletion process, recovery may be possible using a recovery key issued at the time of deletion.

Recovery requires:

Presentation of the recovery key; and

Verification of control over a registered contact method (where applicable).

Following recovery:

- A new login identity must be created.
- A new password must be set.
- Additional verification steps may be required.
- Access to certain financial actions may be temporarily restricted as a security measure.

If permanent deletion (hard erasure) was applied, recovery will not be possible.

7. Who we share your personal data with

We sometimes share data with trusted third parties working on our behalf. When we do:

- We provide only the information they need to perform their specific services.
- They may only use your data for the purposes specified by us and must keep it secure.
- We require them to respect your privacy at all times.

We may also share your data:

- With law enforcement or regulators where required by law.
- With your consent, for example where you agree to receive direct marketing from partners.

8. Your rights

You have the right to request:

- Access to the personal data we hold about you.
- Correction of any incorrect or incomplete data.
- Deletion of your personal data, subject to our legal and regulatory obligations to retain certain financial transaction records.
- Restriction of processing (e.g., while we resolve an objection).
- Transfer of your data to another provider (data portability).
- That we stop processing your personal data where we rely on legitimate interests, unless we have a compelling reason to continue.
- That we stop using your data for direct marketing.

We may ask you to verify your identity before we process your request.

You can stop receiving marketing communications from us at any time by following the unsubscribe instructions in our emails, adjusting your preferences in your account settings, or by contacting us directly.

9. Regulator contact

If you feel that your data has not been handled correctly, or you are unhappy with our response, you have the right to lodge a complaint with the UK Information Commissioner's Office (ICO):

Website: www.ico.org.uk/concerns

Phone: 0303 123 1113

10. Any Questions

If you have any questions about our Privacy Policy, please contact us by:

- Email: enquiries@pliosaurenergy.co.uk
- Post: Pliosaur Energy Ltd, 34 Sally Hill, Portishead, North Somerset, BS20-7BH.