Privacy Policy

Effective Date: 4th November 2026

1.0 Introduction and who we are

This Privacy Policy explains how Pliosaur Energy Limited ("Pliosaur Energy", "we", "us" or "our") collects, uses, stores, shares and protects personal data when you visit or use www.pliosaurenergy.com, our web application, your Pliosaur Energy account, or related online services.

Pliosaur Energy Limited is the data controller for personal data where we determine why and how that data is processed. We use selected third-party service providers to host, authenticate, communicate with users and process payments on our behalf or in connection with our services.

This Privacy Policy should be read together with our Cookie Policy, Website Terms and any other terms that apply to a particular product or service.

2.0 Scope and age requirements

Our public website pages may be viewed by people of any age. However, you must be aged 18 or over to create a Pliosaur Energy account, make purchases, enter into sponsorship or recurring-payment arrangements, or register an interest in becoming a shareholder through our account-based services.

We use date-of-birth information as part of account verification and age checking. We do not knowingly permit a person under 18 to create an account or use our transactional services. If we become aware that an account has been created by a person under 18, we may restrict or close the account and delete personal data where we are not required to retain it.

3.0 When we collect personal data

We may collect personal data when you:

- visit or use our website, web application or online services;
- create, access, manage or recover a Pliosaur Energy account;
- purchase a Marine Energy Certificate (MEC), make a sponsorship payment, or set up or manage a recurring payment or subscription;

- select communication preferences or ask to receive newsletters, event information, community/shareholder updates or volunteering information;
- contact us with a question, request, complaint or other correspondence;
- interact with us through social media; or
- use website features that place or read cookies or similar technologies, as explained in our Cookie Policy.

We may also receive limited information from payment providers and other service providers where necessary to complete a transaction, confirm its status, protect accounts or prevent fraud.

4.0 Personal data we collect

Account and identity information. This may include your name, postal address, email address, telephone number, date of birth, username and a response to a security question.

Authentication and security information. Authentication is handled using Amazon Cognito. This may include usernames, authentication credentials and security or session tokens used to sign you in and protect your account. We may also keep security and account-recovery information where necessary.

Purchase, MEC and sponsorship information. This may include order and transaction history, amounts paid, payment status and provider references, MEC purchase and ownership records, certificate or reference identifiers, redemption or application records, sponsorship records, and recurring-payment or subscription history.

Payment information. We do not store full payment-card details. Card and wallet payment information is handled by the payment service selected at checkout. We may receive transaction identifiers, payment status, limited billing information and other information needed to reconcile or administer a transaction.

Communication preferences. We record the choices you make about newsletters, events, community/shareholder-interest communications and volunteering opportunities, including changes to or withdrawal of those choices.

Communications and customer-service information. We may keep messages, notes and other information relating to enquiries, complaints, support requests and other interactions with us.

Technical and website information. This may include IP address, browser or device information, security logs, sign-in activity, website activity and information gathered through cookies or similar technologies, subject to our Cookie Policy and applicable consent requirements.

Social-media information. If you contact or interact with us through a social-media service, we may receive your social-media username and the content of your communication.

5.0 How we use your personal data and our lawful bases

We only process personal data where we have an appropriate lawful basis. The basis depends on why we are using the information.

To create and manage your account. We process the information needed to provide and administer the account and related services. Our lawful basis is performance of a contract or taking steps at your request before entering into a contract. We may also rely on our legitimate interests for proportionate account administration and security.

To process purchases, MECs, sponsorships and recurring payments. We use transaction and account information to complete and administer purchases, maintain MEC ownership and redemption records, manage sponsorships and subscriptions, provide confirmations and deal with refunds or disputes. Our lawful basis is performance of a contract and, where applicable, compliance with legal obligations.

To meet legal, tax, accounting and regulatory requirements. We retain and use records where necessary to comply with laws and regulatory requirements that apply to us. Our lawful basis is compliance with a legal obligation.

To protect accounts, users and our services. We may process information for authentication, security monitoring, fraud prevention, misuse prevention and the establishment, exercise or defence of legal claims. We rely on our legitimate interests in operating a secure service and protecting Pliosaur Energy and its users, and on legal obligations where they apply.

To communicate with you about your account or transactions. We may send service, security, order, certificate, sponsorship, subscription or account messages that are necessary to provide the service. Our lawful basis is performance of a contract or our legitimate interests in administering the service.

To answer enquiries and manage complaints. We process information needed to respond to you and keep appropriate records. Depending on the context, we rely on performance of a contract, steps taken at your request, or our legitimate interests in operating and improving our business and customer service.

To send optional communications. Where you actively choose to receive newsletters, event information, community/shareholder-interest communications or volunteering information, we rely on your consent. You can withdraw that consent at any time.

To operate and improve our website and systems. We use proportionate technical information for security, diagnostics, service reliability and improvement. We rely on our legitimate interests for essential operational processing, and on consent where required for non-essential cookies or similar technologies.

Where we rely on legitimate interests, we consider whether the processing is necessary and proportionate and whether your rights and interests override our interests.

6.0 Payments

Payments may be processed using Stripe or PayPal. Depending on the options available at checkout, you may also choose Apple Pay or Google Pay as a payment method.

Pliosaur Energy does not store your full payment-card details. The payment service you choose processes the information needed to authorise and complete the payment. Payment providers may carry out validation, authorisation, security and fraud-prevention checks in accordance with their own terms and privacy notices. We generally receive confirmation of whether a payment has succeeded, failed, been refunded or otherwise changed, together with provider transaction references and limited information needed to administer the transaction.

7.0 Cookies and technical data

Our website uses cookies and similar technologies for functions such as security, account operation, preferences and, where enabled, analytics or other non-essential purposes. Please see our Cookie Policy for information about the cookies and similar technologies used on the Site and the choices available to you.

Where consent is required for a non-essential cookie or similar technology, we will seek that consent before using it. You can change relevant choices through the cookie controls provided on the Site.

8.0 Service providers and sharing of personal data

We use trusted service providers where this is necessary to operate our services. We limit the personal data shared to what is reasonably required for the relevant service and require appropriate protection of that information where we act through a processor.

Amazon Web Services (AWS). AWS provides core hosting and infrastructure. Our principal website and application infrastructure is hosted in the AWS Europe (London) region. Amazon Cognito is used for authentication and account security. Amazon WorkMail is used for company email and is hosted in the AWS Europe (Ireland) region.

Payment services. Stripe and PayPal process payments. Apple Pay and Google Pay may be available as payment methods. These providers may process personal data under their own privacy terms where they determine their own purposes for processing.

Professional advisers and service providers. We may disclose personal data to professional advisers, accountants, auditors, insurers, IT/security providers or other suppliers where reasonably necessary for the services they provide to us.

Authorities and legal disclosures. We may disclose information to courts, regulators, law-enforcement bodies or other authorities where required by law or where disclosure is necessary to establish, exercise or defend legal rights or protect users, Pliosaur Energy or others.

We do not sell your personal data.

9.0 International transfers

Our principal website and application infrastructure is hosted in the United Kingdom. Our AWS WorkMail email service is hosted in Ireland. Some payment or other service providers may process personal data in additional countries depending on the service used and their operating arrangements.

Where personal data is transferred outside the United Kingdom and UK data-protection law requires a transfer mechanism, we take steps to ensure that an appropriate mechanism is in place. This may include UK adequacy regulations or appropriate contractual and organisational safeguards. You may contact us if you would like more information about the safeguards relevant to a particular transfer.

10.0 How we protect your personal data

We use appropriate technical and organisational measures designed to protect personal data against unauthorised access, loss, misuse, alteration or disclosure. Measures may include access controls, authentication systems, security monitoring, controlled access to administrative functions and the security protections provided by our infrastructure and payment providers.

All personally identifiable information (PII) stored by Pliosaur Energy is protected using envelope encryption. Account authentication is managed through Amazon Cognito, with JSON Web Tokens (JWT) used to secure authenticated sessions and Cross-Site Request Forgery (CSRF) protection implemented to help prevent unauthorised requests.

No online service can guarantee absolute security. If you believe your account or personal data may have been compromised, please contact us promptly.

11.0 How long we keep your personal data

We keep personal data only for as long as necessary for the purpose for which it was collected and to satisfy applicable legal, tax, accounting, regulatory, security and dispute-resolution requirements.

Account information. We normally keep account profile information while your account remains active and then apply the deletion process described below, subject to any records that must be retained.

Financial and transaction records. Records needed for Corporation Tax, accounting and related legal requirements are generally retained for six years from the end of the relevant company financial year or accounting period, and may be retained for longer where required by law, a tax enquiry, a dispute or another legitimate legal requirement.

MEC records. MEC purchase, ownership, certificate and redemption or application records may be retained for as long as reasonably necessary to administer the MEC, evidence ownership or transaction history, apply or redeem the certificate, resolve disputes and comply with applicable legal or regulatory obligations. This may be longer than the standard financial-record retention period where the MEC remains outstanding or relevant.

Sponsorship and subscription records. We retain the transaction and service records needed to administer the arrangement and meet legal, accounting and dispute-resolution requirements.

Marketing preferences. We keep your active preferences while you wish to receive the relevant communications. If you withdraw consent or unsubscribe, we may keep a limited suppression record so that we can respect your choice and avoid contacting you again for that purpose.

Enquiries, security logs and technical records. Retention varies according to the nature of the record. We keep these records only for as long as reasonably necessary for customer service, security, troubleshooting, fraud prevention, compliance or legal claims.

12.0 Account deletion and recovery

12.1 Permanent deletion (hard erasure)

If you request deletion and your account has no completed purchases, sponsorship or subscription transactions, MEC holdings, financial records or other information that we are required or reasonably need to retain, we may permanently delete the account and associated profile information from our active account systems. Login credentials will be removed or invalidated and account recovery will not be possible.

12.2 Profile deletion with record retention (soft deletion)

If you request deletion but your account is connected to completed transactions, MECs, certificates or other records that must or reasonably need to be retained, we will restrict the account and delete personal data that is no longer required.

Profile information such as name, address, telephone number, date of birth, security-question information and marketing preferences will be deleted where it is no longer required.

Login credentials will be disabled or invalidated.

Financial, transaction, MEC, certificate, sponsorship and related records will be retained only to the extent and for the period described in this Privacy Policy.

The account will remain in a restricted state while retained records are preserved.

In limited circumstances, a minimal contact identifier or security information may be retained solely where necessary for account security or the recovery process. It will not be used for marketing or profiling.

12.3 Account recovery

Where soft deletion has been applied, 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 and password must be created. Additional verification may be required and access to certain financial or account actions may be temporarily restricted as a security measure. If hard erasure was applied, recovery will not be possible.

13.0 Marketing and communication preferences

We provide separate optional choices for the communications you want to receive. These may include:

- Newsletter - updates sent at regular intervals;
- Events - information about events, including fundraising and related activities;
- Community - information connected with registering an interest in becoming a shareholder; and
- Volunteering - information about opportunities to support our project.

These choices are optional and are based on consent. We record the choice you make so that we can demonstrate and respect your preferences. You can withdraw consent or change your preferences at any time through your account settings where available, by using the unsubscribe method in an email, or by contacting us. Withdrawing consent does not affect processing that was lawful before withdrawal.

14.0 Your data protection rights

Depending on the circumstances, you have the right to:

- ask for access to the personal data we hold about you;

- ask us to correct personal data that is inaccurate or incomplete;

- ask us to delete your personal data, subject to any legal, tax, accounting, regulatory or other obligations that require us to retain certain information;

- ask us to restrict the way we process your personal data in certain circumstances;

- object to processing where we rely on legitimate interests, subject to the circumstances permitted by data-protection law;

- where the right to data portability applies, receive certain personal data you have provided to us in a structured, commonly used and machine-readable format, such as CSV; and

- withdraw your consent at any time where we rely on consent to process your personal data. Withdrawing consent does not affect the lawfulness of processing carried out before consent was withdrawn.

The right to data portability applies only in certain circumstances. It does not require us to provide access to our systems, databases or website, or to make our systems technically compatible with those of another organisation. Where required by law and technically feasible, you may also ask us to transmit qualifying personal data directly to another organisation.

You can change your marketing and communication preferences at any time through your account settings or by contacting us. You also have the legal right to object at any time to the use of your personal data for direct marketing. If you do so, we will stop using your personal data for that purpose.

These rights may be subject to exemptions or limitations under applicable data-protection law. We may ask you to provide information to confirm your identity before acting on a request.

15.0 Your right to object

You have the right to object to processing based on our legitimate interests. If you object, we will stop the relevant processing unless we can demonstrate compelling legitimate grounds to continue or the processing is needed for the establishment, exercise or defence of legal claims.

You can change your marketing and communication preferences at any time through your account settings or by contacting us. You also have the legal right to object to the use of your personal data for direct marketing, and we will stop using it for that purpose if you do so.

16.0 Automated decision-making and AI

We do not currently make decisions about you that produce legal or similarly significant effects solely through automated processing. The Site does not currently provide a customer-facing AI feature.

Payment providers may use automated systems for payment authorisation, security or fraud prevention in accordance with their own services and privacy notices.

17.0 Third-party links and services

Our website may contain links to third-party websites, services or content that we do not control. Their collection and use of personal data is governed by their own privacy information. We encourage you to review the privacy notice of any third party before providing personal data to it.

18.0 Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our services, technology, service providers or legal requirements. The effective date at the top of this document shows when the current version took effect. Where a change materially affects how we use personal data, we will take appropriate steps to bring the change to the attention of affected users.

19.0 Regulator contact

If you are concerned about how we have handled your personal data, please contact us first so that we can try to resolve the issue. You also have the right to complain to the UK Information Commissioner's Office (ICO).

- Website: https://ico.org.uk/make-a-complaint/
- Telephone: 0303 123 1113

20.0 Contact us

If you have a question about this Privacy Policy, our use of personal data, or your data-protection rights, please contact us:

Email: enquiries@pliosaurenergy.com

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