



## **GENERAL DATA PROTECTION REGULATION**

Electron Energy Limited takes the privacy of its customers very seriously and operates a stringent data protection policy, which is available to read at our web site, [www.electronenergy.co.uk](http://www.electronenergy.co.uk), we recommend that you read this carefully as it contains important information about how your personal data will be used.

When signing our Customer Purchase Order Form you are giving us permission to contact you by post, telephone, email or SMS text in order to facilitate the fulfilment of your order.

## **COMPLAINTS POLICY**

We are committed to providing the highest levels of customer care, however if you are not entirely satisfied with our products or service, then please contact us as soon as possible using the contact methods at the bottom of this page, and please indicate how you would like us to contact you. Any complaint should be directed to the Managing Director.

## **PROCEDURE**

We will acknowledge receipt of any complaint within 3 working days, and all complaints will be treated with the upmost urgency and we will endeavour to rectify the issue promptly and efficiently, the length of time required will be dependent on the nature of the complaint, but we will contact you to explain this and the anticipated time required to rectify the issue.

We aim to rectify all complaints internally, however, if we fail to do this you are entitled to contact an independent intermediary, who will investigate the issue and try to find a solution that everyone is satisfied with.

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**Registered in England - Company Number - 10242684**