



PRIVACY POLICY

Last updated: 13 October 2026

1. Introduction

One Future Energy Limited ("we", "us", "our") is committed to protecting your personal information. This policy explains how we collect, use, store and protect personal data when you visit our website, contact us, request a quotation, apply for finance through us or use our services. We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Our Contact Details

One Future Energy Limited, Company No. 06213885
160 Higher Road, Urmston, Manchester, M41 9AP
Telephone: 0161 746 8000
Email: dean@onefutureenergy.co.uk

One Future Energy Limited is the data controller for personal information collected through our business operations unless otherwise stated. A lender receiving a finance application may act as a separate data controller for its own processing.

3. Information We Collect

We may collect names, addresses, email addresses, telephone numbers, property and energy details, energy bills, quotations, surveys, installation information, payment and billing records, customer communications, installation photographs and technical information. We may also collect website usage data, IP addresses and cookie information where applicable. For customers requesting finance, we may collect application and affordability information reasonably required by the relevant lender, such as employment, income, residential and financial details. We do not require this information from customers who are not seeking finance.

4. How We Use Your Information

We use information to respond to enquiries, provide quotations, arrange surveys, design and install solar PV, batteries, air source heat pumps and insulation, process payments, register installations and warranties, meet accreditation and regulatory requirements, provide aftercare, manage customer relationships, improve services and send marketing where permitted by law. If you request finance, we may use your information to discuss available finance options, introduce you to a lender, submit or support an application, communicate its progress and comply with relevant credit broking obligations.

5. Legal Basis for Processing

We rely on contract or steps taken at your request before entering a contract; legal obligation for compliance with applicable law; legitimate interests to operate and improve our business where your rights do not override those interests; and consent where required, such as for certain marketing and non-essential cookies. The applicable basis depends on the specific activity. Where consent applies, you may withdraw it at any time.

6. Sharing Your Information

Where necessary, we may share relevant data with installation contractors, service providers, manufacturers, warranty providers, MCS and other certification bodies, TrustMark, network operators, energy suppliers, government scheme administrators, finance lenders or credit brokers involved in your requested application, payment processors, accountants, professional advisers and IT/CRM providers. We do not sell personal information. Appropriate safeguards are required where processors act on our behalf. Lenders may provide their own privacy notices explaining how they use application information.

7. Finance Applications and Credit Checks

One Future Energy Limited is a credit broker, not a lender, and offers credit from a panel of lenders. If you choose to apply for finance, we may pass information necessary for the application to the relevant lender. A lender may verify your identity, assess affordability and creditworthiness, and carry out credit reference or fraud prevention checks under its own processes. Such checks may affect your credit file; the lender should explain whether a soft or hard search will be used before it takes place. Finance decisions are made by the lender, not One Future Energy Limited. Please read the lender's privacy information and finance documents before proceeding. We will not represent a particular check or automated decision as taking place unless it applies to the lender and product used.

8. Data Security

We use reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. Access is limited to authorised personnel and providers who need the information for legitimate purposes.

9. Data Retention

We retain information only for as long as necessary for the purpose collected and to satisfy applicable legal, accounting, contractual, warranty, certification and regulatory obligations, including relevant finance and credit broking recordkeeping obligations. Retention periods depend on the category of information and applicable requirements. When no longer required, information is securely deleted or anonymised.

10. Your Data Protection Rights

Depending on the circumstances, you may have rights to access, correct or erase your information, restrict or object to processing, request data portability and withdraw consent. Contact us to exercise these rights. We respond within applicable statutory time limits. If a lender controls information it holds, you may need to contact that lender directly about its processing.

11. Website Cookies

Our website may use cookies for essential functionality, performance and analytics. Where legally required, we will obtain consent before using non-essential cookies. You may manage your preferences using website controls, where provided, or browser settings. A separate cookie notice should identify cookies actually used.

12. Marketing Communications

We may send information about our renewable energy products and services where permitted by law. We seek consent where required. You may opt out at any time by contacting us or using an unsubscribe option in our communications.

13. International Data Transfers

If a service provider transfers personal data outside the UK, we will ensure an appropriate lawful transfer mechanism or safeguard is in place, as required by UK data protection law.

14. Third-Party Websites

Our website may link to external websites. We are not responsible for their privacy practices and recommend reading their privacy policies.

15. Complaints

Please contact us if you have concerns about our use of your information. You may also complain to the Information Commissioner's Office (ICO) at www.ico.org.uk or 0303 123 1113. Complaints about our credit broking service are handled under our separate complaints procedure.

16. Changes to This Policy

We may update this policy to reflect changes in our services, operations or legal requirements. The latest version will be published on our website.

17. Contact Us and FCA Status

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Email: dean@onefutureenergy.co.uk

One Future Energy Limited is authorised and regulated by the Financial Conduct Authority, Firm Reference Number (FRN): 1057112. One Future Energy Limited is a credit broker, not a lender, and offers credit from a panel of lenders.

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