

Privacy Policy

Last updated: 02/12/2025

Akshar Energy Ltd. T/A Solarwala (“Solarwala”, “we”, “us”, “our”) respects your privacy and is committed to protecting your personal data.

1. Who we are

Akshar Energy Ltd. T/A Solarwala

Registered in England & Wales

Registered office: 13 Lapstone Gardens, Harrow, England, HA3 0EB

Email: aksharenergyltd@gmail.com

Phone: 07956 990413

MCS Number: 78833

2. What personal information we collect

We may collect:

- Name, address, phone number and email address
- Property details required for solar PV, battery storage, EV charger or related quotations
- Energy usage information, electricity bills or meter information
- Photos, roof details, site survey details and installation information
- Payment and invoice information
- Website enquiry form information
- Communication records
- Marketing preferences

3. How we use your information

We use your personal data to:

- Respond to enquiries
- Provide quotes and savings assessments
- Carry out surveys, designs, installations and aftercare
- Manage DNO applications, MCS certification, warranties and compliance documentation
- Process payments and maintain business records

- Respond to complaints or warranty claims
- Send updates where you have consented or where permitted by law

4. Lawful basis for processing

We process your information where it is necessary to:

- Take steps before entering into a contract
- Perform a contract with you
- Comply with legal and regulatory obligations
- Protect our legitimate business interests
- Send marketing where you have given consent or where permitted by law

5. Sharing your information

We may share your information with:

- MCS certification bodies and consumer-code providers
- DNOs, energy suppliers and grid-related organisations
- Product manufacturers and warranty providers
- Installation partners, electricians, surveyors and subcontractors
- Payment, accounting, IT, CRM and website service providers
- Insurance-backed guarantee providers
- Professional advisers or regulators where required

We only share information where necessary and appropriate.

6. How long we keep your data

We keep personal data only for as long as necessary. Installation, warranty, certification, tax and legal records may be kept for longer where required for compliance, warranty support, complaints handling or statutory record keeping.

7. Marketing

We may send you updates about solar, battery storage, EV charging, maintenance, offers or related services. You can unsubscribe at any time by contacting us.

8. Your rights

You have the right to:

- Access your personal data

- Correct inaccurate data
- Ask us to delete your data
- Restrict or object to processing
- Withdraw consent
- Request transfer of your data
- Complain to the Information Commissioner's Office

9. Security

We take reasonable steps to protect your personal data from loss, misuse, unauthorised access, disclosure or alteration.

10. Complaints

If you have a privacy concern, please contact us first at akshareenergyLtd@gmail.com.

You also have the right to complain to the Information Commissioner's Office.

11. Changes to this policy

We may update this Privacy Policy from time to time. The latest version will be published on our website.