Risehem Energy

Legal Documents

Website Terms & Conditions · Privacy Policy

Effective date: 5 March 2025

Last updated: 5 March 2026

Risehem Energy provides innovative behind-the-meter battery energy storage solutions across the United Kingdom. These documents govern your use of our website and explain how we collect and handle your personal data.

If you have any questions about these documents, please contact us at **info@risehem.energy**.

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Website Terms & Conditions

Please read these terms carefully before using the Risehem Energy website. By accessing or using our website you agree to be bound by these terms.

Effective date: *5 March 2025* | ***Last updated:*** *5 March 2026*

1. About Us

These terms and conditions govern your use of the Risehem Energy website (the **"Website"**). Risehem Energy is a trading name operating in England and Wales. Our registered office is in the United Kingdom. References to **"we"**, **"us"**, or **"our"** are references to Risehem Energy.

2. Acceptance of Terms

By accessing or using the Website you confirm that you accept these terms and that you agree to comply with them. If you do not agree to these terms, you must not use the Website. We recommend that you print a copy of these terms for future reference.

3. Changes to These Terms

We may revise these terms at any time by amending this page. Please check this page from time to time to take notice of any changes we made, as they are binding on you. The date at the top of this page indicates when these terms were last updated.

4. Use of the Website

4.1 Permitted Use

You may use the Website only for lawful purposes. You must not use the Website:

- In any way that breaches any applicable local, national, or international law or regulation.
- In any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect.
- To transmit any unsolicited or unauthorised advertising or promotional material.
- To knowingly transmit any data, or send or upload any material that contains viruses, Trojan horses, worms, or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.
- To attempt to gain unauthorised access to the Website, the server on which the Website is stored, or any server, computer, or database connected to the Website.

4.2 Acceptable Use

You are responsible for ensuring that all persons who access the Website through your internet connection are aware of these terms, and that they comply with them.

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5. Intellectual Property

The Website and its content, including but not limited to text, graphics, logos, images, and software, are owned by or licensed to Risehem Energy and are protected by copyright, trade mark, and other intellectual property laws.

You may print off one copy, and may download extracts, of any page(s) from the Website for your personal use. You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences, or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of content on the Website must always be acknowledged. You must not use any part of the content on the Website for commercial purposes without obtaining a licence to do so from us.

6. Disclaimer of Warranties

The Website is provided on an **“as is”** and **“as available”** basis. To the fullest extent permitted by law, Risehem Energy makes no representations or warranties of any kind, express or implied, as to the operation of the Website or the information, content, or materials included on the Website.

The content on the Website is provided for general information purposes only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on the Website.

7. Limitation of Liability

To the extent permitted by law, Risehem Energy excludes all conditions, warranties, representations, or other terms which may apply to the Website or any content on it, whether express or implied.

Risehem Energy will not be liable to any user for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:

- Use of, or inability to use, the Website.
- Use of or reliance on any content displayed on the Website.
- Loss of profits, sales, business, or revenue.
- Business interruption, loss of anticipated savings, or loss of business opportunity.
- Any indirect or consequential loss or damage.

Nothing in these terms excludes or limits our liability for death or personal injury arising from our negligence, fraud, or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law.

8. Third-Party Links

Where the Website contains links to other websites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them. We have no control over the contents of those sites or resources.

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9. Viruses

We do not guarantee that the Website will be secure or free from bugs or viruses. You are responsible for configuring your information technology, computer programmes, and platform to access the Website. You should use your own virus protection software.

10. Governing Law

These terms of use, their subject matter, and their formation (and any non-contractual disputes or claims) are governed by English law. You and we both agree to the exclusive jurisdiction of the courts of England and Wales.

11. Contact Us

If you have any questions about these terms, please contact us:

- Email: info@risehem.energy
- Website: www.risehem.energy

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Privacy Policy

Risehem Energy is committed to protecting your personal data. This policy explains who we are, how we collect and use personal data, and your rights under UK data protection law.

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1. Who We Are

Risehem Energy (**"we"**, **"us"**, or **"our"**) is the controller of the personal data we collect through this Website. We are committed to processing your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If you have any questions about how we use your personal data or wish to exercise your rights, please contact us at **info@risehem.energy**.

2. What Data We Collect

We may collect and process the following personal data about you:

2.1 Data You Provide to Us

- **Contact information** — your name, email address, telephone number, and organisation, when you complete an enquiry or contact form.
- **Correspondence** — any messages, queries, or other content you send to us.
- **Business information** — details about your organisation relevant to enquiries about our services.

2.2 Data Collected Automatically

- **Usage data** — pages visited, time spent on pages, links clicked, and referring URLs.
- **Technical data** — IP address, browser type and version, device type, operating system, and other technology identifiers.
- **Cookies** — see our Cookie section below for more detail.

3. How We Use Your Data

We use the personal data we collect for the following purposes:

Purpose	Lawful Basis
To respond to your enquiries and provide information about our services	Legitimate interests / Contract
To send you marketing communications where you have opted in	Consent
To improve our Website and services through analytics	Legitimate interests

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To comply with our legal and regulatory obligations	Legal obligation
To prevent fraud and ensure the security of the Website	Legitimate interests

4. Cookies

Our Website uses cookies — small text files placed on your device — to distinguish you from other users and to improve your experience. We use the following types of cookies:

- **Strictly necessary cookies** — essential for the Website to function. These cannot be switched off.
- **Analytics cookies** — help us understand how visitors interact with the Website (for example, via Google Analytics). These are only set with your consent.
- **Preference cookies** — enable the Website to remember your choices and preferences.

You can control and delete cookies through your browser settings. Disabling certain cookies may affect the functionality of the Website.

5. Sharing Your Data

We do not sell your personal data. We may share your personal data with:

- **Service providers** — third parties who provide services on our behalf (such as website hosting, email, and analytics providers). These parties are contractually bound to keep your data secure and to process it only on our instructions.
- **Professional advisers** — including lawyers, bankers, auditors, and insurers, where necessary.
- **Regulatory authorities** — where we are required to do so by law or in response to a lawful request.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes.

6. International Transfers

We store and process your personal data within the UK and the European Economic Area (EEA). Where we transfer data outside these areas, we ensure an appropriate level of protection is in place through approved contractual mechanisms, such as the UK's International Data Transfer Agreement (IDTA) or equivalent safeguards.

7. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, including satisfying any legal, accounting, or reporting requirements.

In general, we retain enquiry and contact data for up to **3 years** from our last interaction. Analytics data is retained in accordance with the settings of the relevant analytics platform (typically up to 26 months). Where we are required by law to retain data for longer, we will do so.

8. Your Rights

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Under UK GDPR you have the following rights in relation to your personal data:

- **Right of access** — to request a copy of the personal data we hold about you.
- **Right to rectification** — to ask us to correct inaccurate or incomplete personal data.
- **Right to erasure** — to ask us to delete your personal data in certain circumstances.
- **Right to restrict processing** — to ask us to suspend processing of your personal data in certain circumstances.
- **Right to data portability** — to request a transfer of your personal data to a third party.
- **Right to object** — to object to processing based on legitimate interests or for direct marketing purposes.
- **Right to withdraw consent** — where processing is based on consent, to withdraw that consent at any time.

To exercise any of these rights, please contact us at **info@risehem.energy**. We will respond within one calendar month. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at **ico.org.uk**.

9. Security

We have put in place appropriate technical and organisational security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. Access to your personal data is limited to those who have a business need to know it.

We have procedures in place to deal with any suspected personal data breach and will notify you and the ICO where we are legally required to do so.

10. Marketing

Where you have opted in to receive marketing communications from us, we may send you information about our products and services, industry insights, and company updates. You can unsubscribe from marketing emails at any time by clicking the unsubscribe link in our emails or by contacting us directly at **info@risehem.energy**.

11. Links to Other Websites

The Website may contain links to third-party websites. This privacy policy applies only to our Website, so we encourage you to read the privacy notices on any other websites you visit. We are not responsible for the privacy practices of third-party websites.

12. Changes to This Policy

We may update this privacy policy from time to time. Any changes will be posted on this page with an updated effective date. Where the changes are significant, we will provide a more prominent notice.

13. Contact & Complaints

If you have any questions, concerns, or complaints about how we handle your personal data, please contact us in the first instance:

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- Email: info@risehem.energy
- Website: www.risehem.energy

If you are not satisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO):

- Website: ico.org.uk
- Helpline: 0303 123 1113

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