

How Reliable Cover uses your information.

Updated July 2026

This page explains what information is collected when someone enquires about or joins a Reliable Cover maintenance plan, and how that information is used.

Who controls your data

Elite Energy Eco Ltd, trading as Reliable Cover, Progress House, Fudan Way, Stockton, TS17 6EN, is responsible for the personal information collected through Reliable Cover enquiries, customer forms and plan administration.

What we collect

- Contact details such as name, email address, telephone number and postcode.
- Plan preferences, property details and information about heating, plumbing, electrical, renewable or appliance systems.
- Notes submitted through the website, email or phone, including current provider information and servicing needs.
- Records needed to manage enquiries, eligibility checks, Direct Debit status, plan administration, servicing, repairs and complaints.

How we use it

Reliable Cover uses this information to respond to enquiries, check whether a home is eligible, arrange cover, administer payments, manage engineer visits, handle complaints and meet legal, accounting and business obligations.

The usual lawful reasons are taking steps before entering into a plan, performing or administering a plan, meeting legal obligations, and legitimate business interests such as managing customer records and service quality.

Who we share it with

- GoCardless, where a customer sets up a Direct Debit mandate or payment plan.
- Email and Monday.com-style lead management systems used to handle enquiries and customer administration.
- Approved engineers, service partners or suppliers where needed to check eligibility, arrange servicing or manage repairs.
- Professional advisers, insurers, regulators or authorities where required by law or to protect the business and its customers.

Marketing and choices

Reliable Cover may contact customers about their enquiry or plan. Marketing will only be sent where there is a lawful basis to do so, and customers can ask Reliable Cover to stop marketing contact at any time.

How long we keep it

Enquiry records are kept only for as long as needed for follow-up, audit and customer service. Customer, payment and service records are kept for the period needed to manage the plan and meet legal, accounting or complaint-handling duties.

Your rights

Customers can ask to access, correct, delete or restrict their personal information, or object to certain uses. They can also complain to the Information Commissioner's Office if they are unhappy with how their data has been handled.

Contact

Questions about privacy can be sent to info@reliablecover.co.uk. Last updated: 14 July 2026.