

## **YES Energy Solutions Privacy Notice East Lincolnshire Council Partnership HUG2 Delivery**

### **Our contact details**

Name: Yorkshire Energy Services CIC T/A YES Energy Solutions

Address: Unit 1, Brookwoods Industrial Estate, Burrwood Way, Holywell Green, HX4 9BH

Phone Number: 01422 880 100

E-mail: [projects@yesenergysolutions.co.uk](mailto:projects@yesenergysolutions.co.uk)

Date of Privacy Notice: 01/04/2023

### **What data do we process?**

We currently collect and process the following information: Basic personal data such as your name, address and contact details as well as your household income and any other scheme eligibility information, financial contribution being made towards an installation and details about measures being installed to your property.

### **How do we receive your data?**

We normally receive your data directly from you either through a phone call, email, or a reply slip (letter in the post). We may also receive your data from our Council partner (East Lincolnshire Council) if they have identified that you need support from us.

### **Why do we process your data?**

The personal information we process is provided to us directly by you to enable us to install energy-efficient measures to your property utilising the Home Upgrade Grant (HUG) funding stream.

### **Who do we share your data with?**

We may need to share your information with:

- East Lindsey Council (Project Partner)
- Energy Saving Trust (EST) (Benefit eligibility confirmation)
- Department for Business, Energy & Industrial Strategy (BEIS) (Governing body)
- West Yorkshire Gas Solutions (Installer Partner)
- Renderclad (Installer Partner)
- Trustmark (Government Endorsed Quality Scheme)
- Stroma (EPC Accreditation body)
- Elmhurst (EPC Accreditation body)

### **YES Energy Solutions**

Unit 1, Brookwoods Industrial Est.  
Burrwood Way, Holywell Green  
Halifax, HX4 9BH

Telephone 01422 880100  
[www.yesenergysolutions.co.uk](http://www.yesenergysolutions.co.uk)  
[enquiries@yesenergysolutions.co.uk](mailto:enquiries@yesenergysolutions.co.uk)

- ECMK (Retrofit Assessment Accreditation Body)
- Core Logic (Retrofit Assessment Software Provider)
- CMS Surveyors (Technical Monitoring)

### **Lawful Basis**

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are: **Contractual Obligation**.

### **How we store your personal information**

Your information is securely stored.

We keep your name, address, contact details and qualification eligibility evidence for **10 years**. We will then dispose of your information by removing it from our database.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at **YES Energy Solutions, Unit 1, Brookwoods Industrial Estate, Burrwood Way, Holywell Green, HX4 9BH** or Email us: [dataprotection@yesenergysolutions.co.uk](mailto:dataprotection@yesenergysolutions.co.uk)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

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[enquiries@yesenergysolutions.co.uk](mailto:enquiries@yesenergysolutions.co.uk)

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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