

YES Energy Solutions Privacy Notice Leicestershire Council HUG2 Customer Journey Support

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

Date of Privacy Notice: 31/03/2023

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 information on how you qualify for the scheme.

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).

Why do we process your data?

The personal information we process is provided to us directly by you to enable us to understand if you qualify for Leicestershire Council's Home Upgrade Grant (HUG).

Who do we share your data with?

For reporting purposes, we may need to share your information with:

- Leicestershire County Council (Project Partner)
- Charnwood Council (Project Partner)
- Harborough Council (Project Partner)
- Blaby Council (Project Partner)
- North West Lincolnshire Council (Project Partner)
- Leicester City Council (Project Partner)
- Oadby & Wigston Council (Project Partner)
- Hinckley & Bosworth Council (Project Partner)
- Melton Mowbray Council (Project Partner)
- Midlands Energy Hub (Funding administrator)

YES Energy Solutions

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

Telephone 01422 880100
www.yesenergysolutions.co.uk
enquiries@yesenergysolutions.co.uk

- Energy Saving Trust (EST) (Benefit eligibility confirmation)
- Department for Business, Energy & Industrial Strategy (BEIS) (Governing body)
- Sycamore Energy (External EPC Assessor)
- EPC4U (External EPC Assessor)
- Income Max (Debt Advice Service)

Lawful Basis

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is Contractual Obligation, Consent & Legitimate Interest.

How we store your personal information

Your information is securely stored.

We keep your name, address, contact details, qualification eligibility evidence and call recordings. All of our calls are recorded, when we require explicit consent we retain the call recording as proof of consent. After **10 years** we will 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 restriction of processing - You have the right to ask us to restrict the processing of your personal information 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.

Your right to withdraw consent - In circumstances where consent has been used to process data, you have the right to withdraw your consent at any time. If you wish to withdraw your consent, please email us, or send a letter on our details below.

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

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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Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

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

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