

YES Energy Solutions Privacy Notice Cadent – Warm Home Network (WHN)

Our contact details

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

Address: Unit 8-9 Victoria Mills, Stainland Road, Greetland, Halifax HX4 8AD

Phone Number: 01422 880 100

E-mail: Whn.advice@yesenergysolutions.co.uk

Date of Privacy Notice: 22.10.2024

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 in order to fulfil the scheme purpose.

How do we receive your data?

We typically obtain your data either through a Microsoft online form that you complete yourself or via direct self-referrals.

Why do we process your data?

To ensure efficient contract delivery and customer engagement

Who do we share your data with?

We may need to share your information with:

- Cadent (Project Partner)
- Citizens Advice Manchester
- Turn2Us
- Internal YES departments
- Department for Energy Security and Net Zero (DESNZ) (Governing body)

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.



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www.yesenergysolutions.co.uk
enquiries@yesenergysolutions.co.uk

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 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 8-9, Victoria Mills, Greetland, Halifax, HX4 8AD** 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
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

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



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YES Energy Solutions is the trading name of Yorkshire Energy Services CIC.
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