

YES Energy Solutions Privacy Notice Essex Fire and Rescue Service

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: [Contact Us](#) | [YES Energy Solutions](#)

Date of Privacy Notice: 28/04/2025

What data do we process?

The basis for sharing data for a referral partnership for the cross-referral of eligible clients;

- a) From YES to Essex County Fire and Rescue's Safe and Well Home Visits Team.
- b) From Essex County Fire and Rescue to YES' Energy Advice service.

Full Name, Address, Contact Tel numbers, which can include a mobile phone number, email address where provided, and reason for referral.

How do we receive your data?

We typically obtain your data from either direct referrals or from Essex Fire and Rescue Service referrals.

Why do we process your data?

To enable us to offer advice on topics including, but not limited to, household energy bills, installing a smart meter and the benefits and energy-saving advice that may help to reduce your energy usage. We may also use this information to refer to the installation of energy-saving measures in the home if they are deemed to be eligible for funding towards the cost of this.

Who do we share your data with?

We may need to share your information with:

Organisation	Role	Privacy Notice Link
YES Energy Solutions	Data Processor and the Controller	Privacy Notice
Essex Fire and Rescue Services	Project Partner and the Controller	Privacy Notice
Microsoft	Technology Provider	Privacy Notice
SmartSuite	Technology Provider	Privacy Notice

Lawful Basis

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are: **Yorkshire Energy Services T/A YES Energy Solutions** have determined the lawful basis for processing of your personal data as **Consent**.

How we store your personal information

Your information is securely stored.

We keep your name, address, contact details and qualification eligibility evidence until the contract is ended, we will then dispose of your information

Your data protection rights

Under data protection law, you have rights including:

Data Protection Right	Before and during the Service (Lead)	After Service (Customer)
Right of Access	Can request copies of personal information	Can request copies of personal information
Right to Rectification	Can request correction of inaccurate or incomplete information	Can request correction of inaccurate or incomplete information
Right to Erasure	Can request erasure of personal information	Limited, especially if there are legal or contractual requirements to retain information
Right to Restriction of Processing	Can request restriction of processing in certain circumstances	Can request restriction of processing in certain circumstances
Right to Object to Processing	Can object to processing in certain circumstances	Limited, especially if processing is required for legal or contractual reasons
Right to Data Portability	Can request transfer of personal information to another organisation or to themselves	Can request transfer of personal information to another organisation or to themselves

Invoking Your Rights

You can invoke the rights listed in the table above by contacting a member of our customer service team or by contacting **Yorkshire Energy Services T/A YES Energy Solutions** at the contact information shown below.

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

All complaints will be forwarded to **Yorkshire Energy Services T/A YES Energy Solutions** who are the **Data Controller** for the scheme.

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 Information Commissioner's Office (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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