

YES Energy Solutions Privacy Notice

Keep Herefordshire Warm

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: advicecentre@yesenergysolutions.co.uk

Date of Privacy Notice: 01/06/2023

What data do we process?

We currently collect and process the following information: Basic personal data such as your name, address, and contact details. We may also collect details about your finances and information about your health (Special Category Data).

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 referral partners.

Why do we process your data?

The personal information we process is provided to us directly by you to enable us to offer you advice on topics including but not limited to your household energy bills, installing a smart meter and the benefits, energy saving advice that may help to reduce your energy usage.

Who do we share your data with?

We may need to share your information with:

- Herefordshire Council (Project Partner)
- Referral Partners who may be able to provide you with further support beyond our reach such as Citizens Advice, Local food banks, Samaritans, and Debt advice and support.
- Sub-contractors who may need to contact you regarding an energy efficiency installation in your property.
- Utility companies such as British Gas, E-ON, Octopus Energy, EDF and OVO.

Lawful Basis

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is **Consent**.

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 our calls are recorded, when we require explicit consent, we retain the call recording as proof of consent. After **7 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 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 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.

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
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

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

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