

YES Energy Solutions Privacy Notice North Yorkshire Citizens Advice Two-way referrals

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: 20/03/2023

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 may qualify for funding.

How do we receive your data?

Initially we will receive your data from North Yorkshire Citizens Advice where they have identified that we may be able to offer you support with funding for an energy efficiency measure within your property.

Why do we process your data?

The personal information we process is provided to us directly by you to enable us to qualify you for funding. Once we have qualified you, we will then be able to install energy-efficient measures (such as External Wall Insulation or an Air Source Heat Pump) to your property.

Who do we share your data with?

We may need to share your information with:

- North Yorkshire Council (Project Partner)
- North Yorkshire Citizens Advice Service (Project Partner)
- West Yorkshire Gas Solutions (Installer)
- Department for Business, Energy & Industrial Strategy (BEIS) (Governing body)
- Energy Saving Trust (EST) (Benefit eligibility confirmation)
- 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
enquiries@yesenergysolutions.co.uk

- ECMK (Retrofit Assessment Accreditation Body)
- Core Logic (Retrofit Assessment Software Provider)

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 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.

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>

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