

YES Energy Solutions Privacy Notice Warm Homes Network – Cumbria

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

Our Contact Page

Date of Privacy Notice: 23/10/2023

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 what support you require such as your details on the property you live in, your income and the benefits that you claim.

How do we receive your data?

We will receive your data (name, address, and contact details) either directly from yourself or from Cumberland Council. This will be sent to us via a secure online form.

Why do we process your data?

The personal information we process allows us to forward your details onto one of our referral partners for support and advice on relevant topics.

Who do we share your data with?

We may need to share your information with:

- Sia Partners (Project Partner)
- Northern Gas Networks (Project Partner)
- Cadent Gas (Project Partner)
- Groundwork (Delivery Partner)
- Pennysmart (Delivery Partner)
- Cumbria Action for Sustainability (Delivery Partner)
- Citizens Advice (Delivery Partner)
- United Utilities (Delivery Partner)

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 **18 months**. 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 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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Halifax, HX4 9BH

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