

YES Energy Solutions Privacy Notice Herefordshire Council Household Support Fund

Summary

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: 29/04/2025

What data do we process?

We collect and process the following information: name, address, health information, phone numbers, email address, information to fulfil the scheme purpose, to support households most in need in Herefordshire. In order for the funding to be distributed, it is necessary for us to collect and hold personal information about those in receipt of household support fund through various initiatives.

How do we receive your data?

We typically obtain your data either through via direct from Herefordshire Council referrals.

Why do we process your data?

We will collect information about you (where applicable) to:

- Determine eligibility for funding from the Household Support Funding
- Issue your grant voucher, emergency payment, white goods, food parcel or other support.
- Verify your identity if payment is being made directly into your bank account.

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
Herefordshire Council	Project Partner 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 Explicit 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

Data Protection Right	Before and during the Service (Lead)	After Service (Customer)
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>

