

## YES Energy Solutions Privacy Notice SP Electricity North West (ENW)

### 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: 16/10/2025

### What data do we process?

We collect and process the following information: name, address, phone numbers, email address, eligibility evidence, participation for customer satisfaction surveys, and information to fulfil the scheme purpose.

### How do we receive your data?

We typically obtain your data either through via direct from SP Electricity North West referrals.

### Why do we process your data?

Personal data is shared to facilitate customer referrals, deliver energy-saving advice, assess eligibility for low carbon technologies, and support customer engagement activities. Data is exchanged securely via encrypted portals and may be shared with approved delivery partners only with the customer's explicit consent.

### Who do we share your data with?

We may need to share your information with:

Organisation	Role	Privacy Notice Link
SP ENW	Project Partner and the Controller	<a href="#">Privacy Notice</a>
YES Energy Solutions	Data Processor	<a href="#">Privacy Notice</a>
Microsoft	Technology Provider	<a href="#">Privacy Notice</a>

SmartSuite	Technology Provider	<a href="#">Privacy Notice</a>
------------	---------------------	--------------------------------

### **Lawful Basis**

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are: Controller: SP Electricity North West have determined the lawful basis for processing of your personal data as Contractual Obligation.

### **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)
<b>Right of Access</b>	Can request copies of personal information	Can request copies of personal information
<b>Right to Rectification</b>	Can request correction of inaccurate or incomplete information	Can request correction of inaccurate or incomplete information
<b>Right to Erasure</b>	Can request erasure of personal information	Limited, especially if there are legal or contractual requirements to retain information
<b>Right to Restriction of Processing</b>	Can request restriction of processing in certain circumstances	Can request restriction of processing in certain circumstances
<b>Right to Object to Processing</b>	Can object to processing in certain circumstances	Limited, especially if processing is required for legal or contractual reasons
<b>Right to Data Portability</b>	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 Controller SP Electricity North West 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 Controller SP Electricity North West 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](mailto: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>