

## YES Energy Solutions Privacy Notice Stratford upon Avon

### 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: 26.08.2025

### What data do we process?

We collect and process the following information: name, address, phone numbers, email address, health conditions, financial and employment status information to fulfil the scheme purpose.

### How do we receive your data?

We typically obtain your data either through via direct from Stratford upon Avon Council, or self referrals via our marketing campaigns and events.

### Why do we process your data?

To ensure efficient contract delivery and customer engagement.

### Who do we share your data with?

We may need to share your information with:

| Organisation                | Role                               | Privacy Notice Link            |
|-----------------------------|------------------------------------|--------------------------------|
| Stratford upon Avon Council | 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: Stratford upon Avon Council have determined the lawful basis for processing of your personal data as Public Task is 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:

| <b>Data Protection Right</b>              | <b>Before and during the Service (Lead)</b>   | <b>After Service (Customer)</b>  |
|---|---|--|
| <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 Stratford upon Avon Council 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 **Stratford upon Avon** 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>