



Energy Saving Experts Ltd
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PRIVACY NOTICE

1. PURPOSE OF THIS NOTICE

This notice describes how we collect and use personal data about you, in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 1998 and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ('Data Protection Legislation').

Please read the following carefully to understand our practices regarding your personal data and how I will treat it.

2. ABOUT US

Energy Saving Experts Ltd are energy assessors practicing from 28 Silver Street, Bradford on Avon. Wiltshire, BA15 1JY.

Our Registered business address is Westerlands, Belle Cross Road, Kingsbridge TQ7 1NL.

Our business is to provide Energy Calculations for the purposes of Building Regulations compliance, Planning applications, Sustainability Studies, Energy Performance Certificates and other work in relation to the built environment.

For the Data Protection Legislation and this notice, we are both the data controller and processor.

This means that we are responsible for deciding how we hold and use personal data about you.

We are required under the Data Protection Legislation to notify you of the information contained in this privacy notice.

We are also responsible for assisting with enquiries in relation to this privacy notice or my treatment of your personal data. Should you wish to contact us you can do so using the contact details above.

3. HOW WE MAY COLLECT YOUR PERSONAL DATA

We obtain personal data about you, for example, when:

- you engage us to provide our services and during the provision of those services;
- you contact us by email, telephone, post or via our website
- from third parties and/or publicly available resources (for example, from Companies House).

4. THE KIND OF INFORMATION WE HOLD ABOUT YOU

The information we hold about you may include the following:

- your name, address, email and phone numbers
- details of contact we have had with you in relation to the provision, or the proposed provision, of our services;
- details of any services you have received from us;
- our correspondence and communications with you;
- information about any enquiries you make to us;
- information from research and marketing activities;
- Information we receive from other sources, such as publicly available information.

5. HOW WE USE PERSONAL DATA I HOLD ABOUT YOU

We may process your personal data for purposes necessary for the performance of our contract with you and to comply with our legal obligations.

We may process your personal data for the purposes of our own legitimate interests provided that those interests do not override any of your own interests, rights and freedoms which require the protection of personal data.

We may process your personal data for certain additional purposes with your consent, and in these limited circumstances where your consent is required for the processing of your personal data then you have the right to withdraw your consent to processing for such specific purposes.

Situations in which we will use your personal data

We may use your personal data to:

- carry out our obligations arising from any agreements entered between you and us (which will most usually be for the provision of our services);
- carry out our obligations arising from any agreements entered between our clients and us (which will most usually be for the provision of our services) where you may be a subcontractor, supplier or customer of our client;
- provide you with information related to our services that you request from us or which we feel may interest you, provided you have consented to be contacted for such purposes;
- seek your thoughts and opinions on the services we provide; and
- notify you about any changes to our services.

If you refuse to provide us with certain information when requested, we may not be able to perform the contract we have entered into with you. Alternatively, we may be unable to comply with our legal or regulatory obligations.

We may also process your personal data without your knowledge or consent, in accordance with this notice, where we are legally required or permitted to do so.

Data retention

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it is collected. (See note 6a below for specific EPC Regulations).

6. DATA SHARING

Why might you share my personal data with third parties?

We will share your personal data with third parties where we are required by law, where it is necessary to administer the relationship between us or where we have another legitimate interest in doing so.

Which third-party service providers process my personal data?

"Third parties" includes third-party service providers, such as our Accreditation Scheme for EPC's.

All of our third-party service providers are required to take commercially reasonable and appropriate security measures to protect your personal data. We only permit our third-party service providers to process your personal data for specified purposes and in accordance with our instructions.

What about other third parties?

We will not share your data with any other third parties unless you have given us permission to do so.

6a. PERSONAL DATA AND EPC REGULATIONS

By requesting an Energy Performance Certificate (EPC) to be undertaken, you are consenting to the processing of your personal data for producing a valid EPC, in line with the legal obligation to do so under ENERGY PERFORMANCE OF BUILDINGS REGULATIONS.

Any personal data (name, address, phone number/s, email) collected about you, by Energy Saving Experts Ltd, will be processed in accordance with the General Data Protection Regulation (GDPR) and all applicable laws and regulations relating to the processing of personal data and privacy.

As part of the legal basis to process personal data, Energy Assessors are also required to securely maintain and store assessment data for a period of no less than 15 years following assessment, as per the Code of Conduct of their energy assessor Accreditation Scheme. This data may also be processed by our Accreditation Scheme as part of an audit process.

The ENERGY PERFORMANCE OF BUILDINGS REGULATIONS requires a copy of all Energy Performance Certificates to be lodged on a national Register (The EPC Register) which is freely available to all.

7. TRANSFERRING PERSONAL DATA OUTSIDE THE EUROPEAN ECONOMIC AREA (EEA)

We will not transfer the personal data we collect about you outside of the EEA.

8. RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

Your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Should your personal information change, please notify us of any changes of which we need to be made aware by contacting us, using the contact details above.

Your rights in connection with personal data

Under certain circumstances, by law you have the right to:

- Request access to your personal data. This enables you to receive details of the personal data we hold about you and to check that we are processing it lawfully.
- Request correction of the personal data that we hold about you.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this basis. You also have the right to object if we were processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal data to you or another data controller if the processing is based on consent, carried out by automated means and this is technically feasible.

If you want to exercise any of the above rights, please email info@energy-saving-experts.com

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

9. RIGHT TO WITHDRAW CONSENT

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose (for example, in relation to direct marketing that you have indicated you would like to receive from us), you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please email info@energy-saving-experts.com.

Once we have received notification that you have withdrawn your consent, we will no longer process your personal information (personal data) for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

10. CHANGES TO THIS NOTICE

Any changes we may make to our privacy notice in the future will be communicated to you by email.

This privacy notice was last updated on 24 May 2018.

11. CONTACT US

If you have any questions regarding this notice or if you would like to speak to us about the way we process your personal data, please email info@energy-saving-experts.com or telephone us on 01225 862266

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, at any time. The ICO's contact details are as follows:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745

Website - <https://ico.org.uk/concerns>