

Privacy Notice for Customers

South Dartmoor Community Energy (SDCE) is a data controller and is committed to protecting your data and working in accordance with all relevant data protection legislation. Your data is used for providing home energy advice to you and to help us to develop, improve and report on our service. This Privacy Notice explains how the Society processes and uses the personal data we collect about you.

What data do we hold?

SDCE holds data relating to you that you provided on making an enquiry to our service or that has been provided to us by a third party with your consent. Our records include:

- Your name, address, email address and telephone number(s).

To provide you with accurate advice, make referrals for grants and extra support and to help show that we are meeting our funders requirements we may also record data such as:

- your tenancy,
- if you are over 65 years old
- whether you have a health problem or not (no specifics recorded)
- whether you receive any benefits or not (no specifics recorded)

The legal basis for us processing your personal data is that we have a legitimate interest in it so that we can provide a service to you. We will never collect more details about you than we need to and we will never pass on your details to third parties for marketing purposes.

How we store your data and keep it safe

Your personal data is kept on a password protected spreadsheet in the cloud system called Dropbox. Only our two energy advisors have access to this and Dropbox are compliant with GDPR. Your data may also be contained in emails, notebooks or on event sign in sheets, depending on how you made contact with us. Emails are stored in Gmail, and are password protected. They are deleted once the data is entered into the main client spreadsheet. Paper records are stored securely at our Energy Advisors homes and are destroyed after one year, unless we are required to keep them to meet funding obligations. Some funders require us to keep event forms for up to 10 years for audit purposes.

How do we use your data?

SDCE uses your data to provide you with home energy advice, to arrange to visit you, to check your eligibility for grant support, to report to our funders and to monitor the reach of our service across the South Hams. We may share some of your data with our funders, which we will anonymise wherever possible so that individuals cannot be identified. We will use encrypted services such as WeTransfer to send reports containing personal data, when required. We may also share it with third parties that can provide you with extra support and grants, but will only do this with your expressed consent.

Your rights and preferences

Under the General Data Protection Regulations you have the right to ask to see, amend, restrict the use of or delete the data we hold about you and to request the electronic transfer of your data to a third party.

You can make a request by writing to, phoning or e-mailing our Company Secretary at;

Write to: SDCE, 8 Speakers Road, Ivybridge, PL21 0JP

Phone: 0800 112 3044

E-mail: sophie@southdartmoorcommunityenergy.org

We will deal with these request within 1 month and will take reasonable steps to verify the identity of the person making the request.

Further information on how we process personal data is available in our Data Protection Policy, which is available on our website at www.southdartmoorcommunityenergy.org

Review

This Privacy Notice will be kept under review. Any changes will be updated on our website and communicated to you as appropriate. This Privacy Notice was last updated in April 2018.