

Data Privacy Notice

Warm & Well

The introduction and enforcement of the EU General Data Protection Regulation (GDPR) offers us an opportunity to refresh our commitment to protect your personal data, and give you renewed assurance that your data is safe, yours to control, and being used responsibly. Because of this, we're writing to you to briefly summarise how we use and store the information we hold about you, and give you the opportunity to review it.

About Severn Wye Energy Agency

Severn Wye are a non-profit company and a registered charity that administer, deliver and contribute to a wide variety of sustainability projects; whether on behalf of public authorities, funding bodies, or just in line with our charitable aims and objectives. While you may know Severn Wye independently, it is likely that you have primarily encountered us through the delivery of the Warm & Well project, and other similar initiatives. Behind these projects we are an organisation of experienced people, passionate about harnessing innovative ideas for building sustainable communities, businesses, schools and homes.

As an organisation we are committed to treating your data with the utmost respect and take our responsibilities seriously. While the following Data Privacy Notice relates to the Warm & Well project and our clients, it should be read alongside our organisational Data Protection Policy, at severnwye.org.uk/privacy, which covers how we use and store data from organisations and other professionals that we work with.

1. What information do we collect about you?

We collect information about you from interactions with our staff, project, or website; events you have attended; referrals made to us from partner organisations; phone calls and email contact you made to our team. The personal data we hold varies depending on the individual, but it typically includes

- Name
- Contact details (including phone, email address, postcode...)
- Personal details (age, gender, income, benefits, health issues...)
- Property details (type, number of rooms, heating system, insulation...)

Data held may also include correspondence and any data you have passed to us to provide a service to you as part of this project.

2. How will we use the information about you?

The information we hold about you helps us to deliver Warm & Well. Typically this is used to determine eligibility for grant funding, and includes contact details that we pass on to other organisations (contractors who would be able to install insulation or heating improvements through a grant scheme, or other agencies who might be able to offer assistance e.g. Citizen's Advice, Fire Service etc). No contact details are passed on to a third party without your express permission. We store your data securely and we will delete your data when it is no longer required for Warm & Well, any other projects you have chosen to be involved in, or when you withdraw your consent for marketing.

Warm & Well is funded and overseen by the local authorities in Gloucestershire and South Gloucestershire, and as such is subject to regular monitoring, reporting and evaluation in collaboration with them. For these purposes we may share some of the data we hold with your relevant local authority. Details of your local authority's data privacy policy can be found on their website. We will not sell or share personal information with third parties to market to you.

Note that in the case of Warm & Well, the project funder is the data controller and Severn Wye is the data processor (we process your data on behalf of the funder).

3. Marketing

While the majority of our communications are regarding Warm & Well, we may send you news and information from time to time about projects, events and services that we think you may find interesting and relevant. We will only ever send you communications that relate to topics or services similar to Warm & Well.

4. Access to your information and correction

You have the right to request a copy of the information that we hold about you at any time. To request some or all of the data we store on you, please write to us. Note that there may be a charge for this service, depending on the detail required. You may ask us at any time to correct or remove information you think is inaccurate. You may also request that we erase the data we hold about you at any time.

5. Website cookies

Cookies are small text files placed on your computer to collect standard internet log information and visitor behaviour. This data is used to analyse visitor behaviour and complete statistical reports on website activity. For further information, visit allaboutcookies.org. Cookies on Severn Wye websites are occasionally used to provide a more intelligent, relevant experience for you.

6. Policy updates

Severn Wye regularly update their Data Privacy Notice, Data Security Policy and Data Management Protocols across their projects when processes, regulations and systems change to

meet current needs. For the full details of each of our policies and how they affect your data, please visit our website at severnwyenergy.org.uk/privacy.

This Data Privacy notice was updated on 4 July 2018.

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