

Data Privacy Notice



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 charity registered in England and Wales (Charity number 1083812) 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. Some will know Severn Wye independently, but most will encounter us through the delivery of one or more of the projects we work on. Behind these projects we are an organisation of experienced people, passionate about harnessing innovative ideas for building sustainable communities, businesses, schools and homes.

Due to the varied ways our projects are commissioned and funded, data is used slightly differently across each of them. In some of the projects we work on, Severn Wye is the data controller (we decide how to use your data); and in other instances the project funder is the data controller and Severn Wye is the data processor (we process your data on behalf of the funder). For the full details of how we use your data, see the specific Privacy Policy of the project you have been associated with. However, as an organisation we are committed to treating your data with the utmost respect and take our responsibilities seriously. The following are our organisational commitment to you, across all projects.

1. What information do we collect about you?

We collect information about you from interactions with our staff, projects, or websites. This is usually name and contact information, but for some projects, the scope can include event attendance, feedback, notes, correspondence and any data you have passed to us to provide a service to you. Online, we monitor website activity, and this occasionally includes personal data (e.g. when login credentials apply).

2. How will we use the information about you?

The information we hold about you helps us to deliver the services you are involved in. We store your data securely and we will delete your data when it is no longer required for the associated project, service, or when you withdraw consent for marketing.

We use your data to communicate with you and to monitor and evaluate the Severn Wye activities you are involved in. Our projects are typically subject to regular monitoring, reporting and evaluation in collaboration with their respective funding bodies, and we share data with these organisations for these purposes. Severn Wye will not sell or share personal information with third parties to market to you.

3. Marketing

While the majority of our communications are regarding delivering the service we provide to you, we do like to send you news and information about projects, events and services that we think you may find relevant and beneficial. We will only ever send you communications that relate to topics or services you have shown interest in historically. As our project work typically has a short lifespan, towards the end of this period or during the project we will ask you to opt-in to communications that relate to future similar projects that Severn Wye may deliver.

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 our policies and how they affect your data, please visit our website at severnwye.org.uk/privacy.

This Data Privacy notice was updated on 24 May 2018.

Severn Wye Energy Agency

Unit 15, Highnam Business Centre
Newent Road
Highnam
Gloucestershire
GL2 8DN

01452 835060

info@severnwye.org.uk

severnwye.org.uk/privacy