

# Data Privacy Notice

## Keep Herefordshire Warm



The introduction of the 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.

### 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 Keep Herefordshire Warm 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, homes and individuals.

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 Keep Herefordshire Warm project, it should be read alongside our organisational Data Protection Policy, at [severnweyenergy.org.uk/privacy](https://severnweyenergy.org.uk/privacy).

#### 1. What information do we collect about you?

We collect information about you from [delete the following as appropriate] interactions with our staff, project, or website; events you have attended; referrals made to us from partner organisations; market research; your social profiles and online activity; 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 etc)
- Eligibility information including household income, energy supplier information, benefits you receive or support systems in place (e.g. Priority Services Register status)
- Details of the contact we have had with you
- Certain sensitive categories of data, in particular ethnicity and health information

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. Online, we monitor website activity via cookies. This does not include data that can identify you (see section 5 below).

#### 2. How will we use the information about you?

The information we hold about you helps us to deliver Keep Herefordshire Warm. Typically this includes providing you with support that is best suited to your circumstances. We use your data to ascertain which means-tested services you are eligible for, and to understand your situation

so that we can advise you correctly. We store your data securely and we will delete your data when it is no longer required for Keep Herefordshire Warm (typically after 7 years), any other projects you have chosen to be involved in, or when you withdraw your consent for marketing.

Keep Herefordshire Warm is delivered on behalf of Herefordshire Council, 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 Herefordshire Council, Shropshire Council, Affordable Warmth Solutions. With your consent, we will also share the necessary details with selected third parties to deliver support to you – such as installing energy efficiency equipment, conducting surveys of your property or ensuring you receive the additional support you have requested.

Note that in the case of Keep Herefordshire Warm, Herefordshire Council is the data controller (they decide how we use your data) and Severn Wye is the data processor (we process your data on behalf of Herefordshire Council). Herefordshire Council's Data Protection Policy can be found on their website, here:

[https://www.herefordshire.gov.uk/info/200148/your\\_council/15/access\\_to\\_information/4](https://www.herefordshire.gov.uk/info/200148/your_council/15/access_to_information/4). We will not sell or share personal information with third parties to market to you.

### 3. Marketing and Communications

We will not use your details to market any services or opportunities to you beyond those which address the needs you have given your consent for us to support through Keep Herefordshire Warm. Occasionally we may contact you to ask about the quality of service you have received from Keep Herefordshire Warm or invite you to tell your story to help support others. You can withdraw consent for communications at any time by contacting us at [khw@severnwyte.org.uk](mailto:khw@severnwyte.org.uk).

### 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 by contacting us at [khw@severnwyte.org.uk](mailto:khw@severnwyte.org.uk). 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](http://allaboutcookies.org). Cookies on Severn Wye websites are occasionally used to provide a more intelligent 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 [severnwyte.org.uk/privacy](http://severnwyte.org.uk/privacy).

This Data Privacy notice was updated on 25 June 2019.

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