

PRIVACY NOTICE

PRIVACY PROMISE

1. We promise to keep your information safe
2. We promise not to sell it
3. We give you ways to manage and review your marketing choices at any time
4. We keep records of when and how we get consents and what you was told at the time.

HOW THE LAW PROTECTS YOU

The law says we must have one or more of these reasons to collect your data

1. To fulfil a contract with you.
2. When it is our legal duty.
3. When it is in our legitimate interest (which must be defined)
4. When you consent.

Transparency means you have the right to be informed about how we will use your data.

GROUPS OF PERSONAL INFORMATION

CONTACT – Where you live and how to contact you.

TRANSACTIONAL – Details of payments you make to us.

CONTRACTUAL – Details of the products or services we provide.

COMMUNICATIONS – What we learn about you from letters, emails and conversations between us

OPEN DATA AND PUBLIC RECORDS – eg: internet and newspapers

DOCUMENTARY DATA – Building control certificates

CONSENTS – How you agree we can contact you.

We collect data from third parties such as estate agents, letting agents, public information services

WE MAY SHARE THIS INFORMATION WITH

1. HMRC and other authorities.
2. Estate Agents
3. Letting Agents
4. Our certification scheme (Elmhurst Energy)
5. If we sell our business we will only do this if they agree to keep your information safe.

HOW LONG DO WE KEEP THE INFORMATION

- 1 We will keep it as long as you are a client.
- 2 After you stop being a client we may keep the data for up to 15 years for one of the following reasons.

To respond to questions or complaints about the Energy Performance Certificate.

In case of legal action against us for the Energy Performance Certificate

You can access personal information by writing to us at the address given on the Energy Performance Certificate assessor details. If any information is incorrect on the

EPC we shall endeavour to correct the information as soon as possible if its deemed to be incorrect by the Certification Scheme (Elmhurst Energy)

WHAT IF YOU ASK US TO STOP USING YOUR PERSONAL INFORMATION?

This is known as “the right to be forgotten”. There may be legal or other reasons why we need to keep or use your data in such cases we can restrict the use of your data to legal claims or to exercise legal rights.

YOU CAN WITHDRAW CONSENT BY WRITING TO THE ASSESSOR ON THE EPC.

YOU CAN COMPLAIN TO US IF YOU ARE UNHAPPY WITH HOW WE HAVE USED YOUR PERSONAL INFRMATION AT THE ASSESSORS ADDRESS.

YOU CAN ALSO COMPLAIN TO THE INFORMATION COMMISSIONERS OFFICE AT WWW.ICO.ORG.UK FIND OUT ON THEIR WEBSITE HOW TO REPORT A CONCERN.

ADDITIONALLY

VITAL INTERESTS – We can pass on details in an emergency eg medical care if you are physically or legally incapable of giving consent.

DATA PROTECTION IMPACT ASSESSMENT

This will allow an organisation to identify and fix problems at a early stage.

Further guidance see ICO **Conducting privacy impact assessments code of practice**