



Privacy Notice for MEA Energy Advice Services

Introduction

MEA runs a number of energy advice services. These services offer impartial and unscripted advice to clients over the telephone and in person. The advice lines are funded by a combination of local authority and other grants. An agreement is in place with each funder outlining how any personal data will be used. However, we have drawn together the common elements of each of these agreements in this document to give our users clarity about how their personal data is used and the rights they have.

Information held about you

In order to provide home energy efficiency advice and help you access support, grants and funding, we often need to collect and hold personal information about you. This information may include:-

- Basic details about you such as name, address, postcode and relevant contact information, (telephone number and/or email address)
- Financial information such as your household income, savings and any benefits you receive
- Contact we have had with you, such as home visits, meetings, telephone calls etc.
- Certain sensitive information such as physical or mental health information

Who is processing my data?

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice will usually be the Local Authority in which you live, where a contract exists between MEA and your Local Authority.

Marches Energy Agency are the Data Processors who will process your information on behalf of your Local Authority or other funding bodies.

How will we use the information we hold about you?

We will collect information about you (where applicable) to:

- *Give energy advice relevant to your property and personal circumstances*
- *Determine your eligibility for grant funding*
- *Refer you to selected partners for further advice or grant support/intervention;*
- *Provide assurance and evidence, for example as part of an audit, to the administrator of partner services, to demonstrate that the service is operating as agreed.*

What is the legal basis for us to process your data?

The legal basis for processing the data is

- *your consent, which you can withdraw at any time by notifying us*

Who we will share your information with

We may share your information with selected delivery partner organisations, including:



- *Energy companies and installers, who will use the information to inform delivery of their obligation or allocated funding. This will most likely involve liaising with you to arrange survey/inspection and if appropriate, to install the relevant energy efficiency measure(s).*
- *Other agencies and services providing advice and support*
- *Your Local Authority, where appropriate, for them to be able to offer you further assistance.*

We will normally seek your consent to share information with partner organisations and will only share data that is necessary in order for you to access their service. However, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How long do we keep your records

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept for a maximum of seven years. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request details of the information we hold about you and to request that this information is amended if incorrect, or erased.

To request deletion of your records, you will need to put your request in writing and provide proof of identification. Please email simon@mea.org.uk or write to Simon Ross, MEA, The Pump House, Coton Hill, Shrewsbury SY1 2DP. Where appropriate we may forward your written request to the relevant Local Authority, who may be acting as the Data Controller.

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing Accurate Information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update our records.

Further information

If you have any questions or concerns about how your information is used, please contact Davina Allen davina@mea.org.uk in the first instance or telephone 01743 277124. You can also write to MEA, The Pump House, Coton Hill, Shrewsbury SY1 2DP.

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>