



# Privacy Notice for MEA Energy Advice Services

## **Introduction**

MEA run 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 your personal data will be used. However, we have drawn together the common elements of each 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 access funding assistance, 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 often be the Council in which you live, where a contact exists between MEA and your council.

Marches Energy Agency are the Data Processors who will process your information on behalf of the council 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 (with your specific consent) 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 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, install of the relevant energy efficiency measure.
- Other agencies and support providing advice and support such as debt advice or specialist energy advice

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 your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to the council in your area, where a contract exists between MEA and this council (we can advise on if this is the case), or to MEA. Please email [davina@mea.org.uk](mailto:davina@mea.org.uk) or write to Davina Allen (Operations Manager), MEA, The Pump House, Coton Hill, Shrewsbury SY1 2DP.

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 your records.

### **Further information**

If you have any questions or concerns about how your information is used, please contact [davina@mea.org.uk](mailto:davina@mea.org.uk) in the first instance or telephone 01743 277124. You can also write to Davina Allen, 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/>