



## Privacy Notice

### Croydon Community Energy (CCE)

#### Our contact details

Main contact name: Connie Duxbury, CEO

Current business address: Weatherill House Business Centre, New South Quarter, 23 Whitestone Way, Croydon CR0 4WF

E-mail: [hello@croydoncommunityenergy.co.uk](mailto:hello@croydoncommunityenergy.co.uk)

#### The types of personal information we collect

Croydon Community Energy ('CCE') currently collect and process the following information:

- Information (names, contact details, etc.) about volunteers, members and investors, to manage our ongoing relationship with them
- Information about CCE's directors and officers and members of staff
- Information about members of the public who've contacted us or asked to be kept informed about us.
- Information about site contacts and other organisational/business contacts.
- Information about energy advice clients, so we can provide advice and support.

#### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You've volunteered with us or become a member
- You've asked us for information, for instance via our 'Contact Us' page
- You've asked to be kept up to date about our activities
- You've invested in CCE
- You're a site contact or other organisational/business contact, and we hold information about you in relation to your site or our business with your organisation
- You've attended an energy advice clinic, and we hold information about you so we can provide advice and support.
- We also occasionally receive personal information indirectly, for instance if an MP or councillor asks if we can provide advice for a situation that a member of the public has contacted them about. In such cases, we contact the person concerned, let them know who we are and how we received their details, and give them the chance to say if they don't want CCE to hold their details or to provide advice or support to them.



## Sharing your personal information

Where we work with another organisation to deliver our services, we ensure that any personal data we share is protected by appropriate security measures and contractual agreements.

## Our legal bases for using your personal information

Under the UK General Data Protection Regulation, the lawful bases we rely on for processing this information are:

- You have provided consent. You can remove your consent at any time by contacting [hello@croydoncommunityenergy.co.uk](mailto:hello@croydoncommunityenergy.co.uk)
- We have a contractual obligation.
- We have a legal obligation.
- We have a vital interest.
- We have a legitimate interest.

In some situations, we process more sensitive types of personal information ('special category data'), for example:

- Health information about energy advice clients, or members of their household
- Information about the health, racial/ethnic origin or religious beliefs of directors and officers, staff, volunteers or investors

In a small number of situations, we might ask you to provide information about criminal offences, e.g. we are paying for a DBS check for you.

We will only collect and use special category data and criminal offence data where it is necessary to do so for the purpose, and where we have a valid legal basis to do so, including:

- Where you have provided explicit consent
- Where we have a vital interest
- Where we have a right to do so as a not-for-profit organisation
- Where you have already made the information public
- Where we have a right to do so because of legal claims or judicial acts
- Where we have a reason of substantial public interest with a basis in law

## How we store your personal information

Your information is securely stored by CCE. Where we use another organisation's systems to deliver our services, we ensure that personal data is protected by appropriate security measures and contractual agreements. We only process personal information outside of the UK and European Economic Area where there are appropriate measures in place to protect the information being transferred.



We keep personal information for only as long as is necessary for the purpose in question. We will then securely delete the personal information.

## Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [hello@croydoncommunityenergy.co.uk](mailto:hello@croydoncommunityenergy.co.uk) if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [hello@croydoncommunityenergy.co.uk](mailto:hello@croydoncommunityenergy.co.uk).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113 and ICO website: <https://www.ico.org.uk>



## **Policy Creation and Review Dates**

Date of policy creation: 7<sup>th</sup> February 2022

Date policy reviewed: 31<sup>st</sup> January 2023

Date that next review is due: 31<sup>st</sup> January 2024

Date policy reviewed: 31<sup>st</sup> January 2024

Date that next review is due: 31<sup>st</sup> January 2025

Date policy reviewed: 25<sup>th</sup> October 2025