

# Loddon Community Energy

## Website Data Protection Policy

### 1. Overview

Loddon Community Energy (LCE) is committed to maintaining the confidentiality and integrity of personal data in compliance with UK Data Protection law and GDPR. We understand that visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.

### 2. What Personal Data do LCE Collect?

LCE will collect only the personal data necessary to fulfil its business purposes. This may include:

- Name
- Address
- Telephone number
- Email address
- Details about your home energy usage, and any special requirements
- Number of people living in your house

### 3. Specific Use of Information that you provide to us

Personal data collected by LCE through this website will be used for the following purposes:

#### 3.1 To respond to you

- When you contact us through our website, we collect the data that you have given us in order to reply with the information that you need.
- We record your request and our reply in order to increase the efficiency of our business.

- We keep personally identifiable information associated with your message, such as your name and email address, to enable us to communicate with you efficiently.
- 3.2 To send you relevant information from LCE, for example, updates on its activities, investment opportunities, or information on renewable energy or energy reduction measures
- 3.3 To provide relevant advice on home energy usage
- 3.4 Anonymised data (including postcode) may be used to build a picture of home energy usage in the local area

#### **4. Cookies**

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit a website. They allow information gathered on web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience, and the website owner with statistics about how you use the website so that it can be improved.

Our website may use third party cookies. We may use the information that we obtain from your use of our cookies for the following purposes:

- To improve our website's usability
- To analyse your use of our website
- To provide certain interactive functionality, such as remembering your answers to previous questions on a multi-page questionnaire

Most browsers allow you to refuse to accept cookies, and to delete ones that have been placed on your computer.

If you do not want to us to use cookies, you may disable their use in your browser. However, if you do so then please note that you may not be able to use all the features of our website.

#### **5. Disclosure and Sharing of Your Information**

We do not disclose your information to any third parties, except as required by UK law.

Our website is hosted in the United States, and we may use other outsourced services in countries outside the European Union from time to time in other aspects of our business. Accordingly, data obtained within the UK or any other country could be processed outside the European Union.

## **6. Access to your own information**

- 6.1 To obtain a copy of any information that we hold about you, you may send us a request at [info@loddoncommunityenergy.org.uk](mailto:info@loddoncommunityenergy.org.uk)
- 6.2 If you wish your data to be deleted, please email: [info@loddoncommunityenergy.org.uk](mailto:info@loddoncommunityenergy.org.uk) to request deletion.
- 6.3 When we receive any request to access, edit or delete personal information, we may first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

## **7. Children**

We do not provide services for purchase by children, nor do we market to children.

If you are under 18, you may use our website only with consent from a parent or guardian.

## **8. Retention Period**

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

- To provide you with the services you have requested
- To comply with other law
- To support a claim or defence in court

## **9. How you can Complain**

- 9.1 If you have any complaint, then please tell us by email. Our address is [info@loddoncommunityenergy.org.uk](mailto:info@loddoncommunityenergy.org.uk)
- 9.2 If you are in anyway dissatisfied about how we process your personal information, then you have the right to complain to the Information Commissioner's Office.