



Use of Personal Data Notice

This notice is published by Renewable Energy Assurance Limited ("REAL" or "we"), a limited company registered in England (company number 05720606), whose registered office is 80 Strand, London, UK, WC2R 0DT.

Why have you been given this Notice?

REAL administers the Renewable Energy Consumer Code (RECC, the Code) which is a Chartered Trading Standards Institute (CTSI) approved Consumer Code. In our administration of the Code, we monitor and regulate installers of renewable energy products who have been approved to become members of the Code (Members).

If you have signed a contract with, or been visited by, a Code Member it is likely that that Member has made a record of some of your personal data. In our monitoring of our Members we may collect and use the personal data a Member holds about you. Code Members are obliged to give you this notice to ensure that you understand how we will use any of the personal data about you that we may collect from our Members.

What information might we collect about you?

Occasionally we may collect the following personal data about you from Members during the monitoring and disciplinary processes:

- name, email address, phone number and postal address;
- information about any disputes or after-sale queries between you and a Member;
- details of quotes and services provided to you; and
- details of any contracts for the supply of goods and services agreed to by you.

Why might we collect your data?

In order to comply with our obligations as the administrator of a CTSI approved Consumer Code, we must satisfy ourselves that our Members are complying with the requirements of the Code and any applicable law. As part of our monitoring activities, we may request to see any contracts, performance estimates, quotations or other documents that were provided to you by the Member, and will

analyse those documents for compliance with the Code and any applicable law. By doing this we will be collecting and processing your personal data.

When we hold and use your personal data in this way, we rely on one of the following as our lawful basis:

- because the use of your personal data is necessary to:
 - pursue our legitimate business interests which are not overridden by your interests and fundamental rights and freedoms (our legitimate interest is to be able to monitor and enforce our Members' compliance with the Code and applicable law); or
 - comply with the law.

What do we do with your personal data?

We assure you that we will always store your personal data securely.

Where we have collected your personal data, we will not share it for any reason except where:

- we are required to do so by law; or
- in order to enforce our own legal rights; or
- we are required to pass the documentation which contains it to our external auditors (who will carry out a compliance assessment of the documentation) and/or our Applications Panel, Non-Compliance Panel and our Appeals Panel.

As part of our obligation to monitor our Members, we must take proportionate disciplinary action if we find that there are any compliance issues. The Panels listed above are tasked with hearing evidence of compliance and are comprised of independent panel members who must comply with the relevant data protection law.

We will not transfer your personal data outside the UK or European Economic Area unless we have ensured that appropriate safeguards are in place to comply with data protection law (please see the RECC Privacy Policy Statement for more information, link on the back page).

How long will we hold your personal data?

We will retain your personal data for a maximum of 10 years. After this it will be securely deleted unless otherwise required by law, or unless you have made a written request within that 10 year time period, for us to continue to hold your personal data for a longer period.

Your rights

Where we have collected your personal data from our Member(s), you have certain rights regarding that data, namely:

- you have a right to request access to copies of your data that we hold; and
- you have a right to correct any error in your data.

Under certain conditions, you would also have a right to:

- request the deletion of your data;
- restrict the use of your data;
- object to our use of your data; and/ or
- request a transfer of your data to another organisation or directly to you.

Making a complaint

If you think that we have not used your personal data in accordance with data protection law, you should let us know in writing using the REAL contact details below.

We will always take your concern seriously and work to resolve it speedily and effectively. However, if you are not happy with how we respond to your complaint, you can make a complaint to the Information Commissioner's Office (ICO), whose contact details are:

ICO helpline: 0303 123 1113

www.ico.org.uk/make-a-complaint/your-personal-information-concerns/

ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.



How to contact us

If you have any questions about this Notice, about the personal data we may hold about you or about our data protection practices generally, please contact REAL at privacy@renewableenergyassurance.org.uk. Further information about how we process your personal data can be found in the RECC Privacy Policy Statement at www.recc.org.uk/privacy and in our full privacy policy at www.renewableenergyassurance.org.uk/privacy.

Let us know how our Member did

If one of our Members goes on to offer or sell you an energy generator for your home, or a product related to that energy generator, for example a battery storage product or a voltage optimiser, we would love to hear how satisfied you were. You can provide us with feedback about your experience on our website at www.recc.org.uk/feedback.

