

## **Southern Smart Energy - Privacy Notice**

Southern Smart Energy Ltd holds your data due to your interaction with us, and we aim to ensure ongoing compliance with data protection laws.

### **Why Is My Information Required?**

You provide your data to Southern Smart Energy Ltd to determine if you and your home could benefit from energy-saving products and to help us secure grant funding for these improvements.

Additionally, your information may be used to facilitate a technical survey, conduct an analysis of your home, and enable necessary works to be carried out.

### **Who Has Access To My Data Once Submitted?**

Southern Smart Energy Ltd will manage your data and ensure it is stored safely.

### **What Type Of Information Do You Require and Hold?**

We only collect information essential for assessing your property and, if the project proceeds to installation, to verify that the work meets standards and qualifies for government subsidies.

For specific funding schemes based on economic or health status, we might need to share details of your benefits, disabilities, or health conditions to prove eligibility.

We will retain a copy of your data for audit purposes and will seek your explicit consent to hold and process this data when we contact you.

### **Once Submitted, Who May See My Information?**

Your information may be shared with our partners involved in the installation, including the following:

- Local authorities and/or their contractors
- Building specialists
- Software providers
- Guarantee companies
- Accreditation bodies
- Technical monitoring agents
- Property owners or managing agents (where applicable)
- The energy company promoting the measure.
- Building control inspectors

## **Do You Store Business Data?**

Business Data, such as names and contact details on business cards, correspondence, invoices, and websites, is publicly available and intended for commercial use.

This information is considered public and is not covered by this Privacy Policy.

## **Why Are You Allowed To Use My Data?**

By providing your information, you consent to Southern Smart Energy Ltd and our partners (such as energy companies) using it to deliver the requested products and services.

Once an installation is agreed upon with one of our installation partners, Southern Smart Energy Ltd will use your information to fulfil all contractual obligations and may share it with quality and regulatory bodies (such as OFGEM and the British Board of Agrément).

## **How Long Is My Data Stored For?**

If no installation occurs, we will retain your information only as long as necessary to comply with the customer journey, in line with the fifth data protection principle.

If an installation is completed, information created for the works (including some personal data) will be held for 25 years to support the workmanship guarantee on your energy-saving measures, in accordance with industry regulations.

## **How Will My Information Be Stored?**

Your information will be stored securely; we take the necessary steps to protect your information.

## **What Are My Data Rights?**

You have the right to request a copy of your information and to understand how it is used and shared.

Additionally, you can request the correction of any incorrect data or ask us to stop processing your information.

This can be requested by contacting [enquiries@southernsmartenergy.com](mailto:enquiries@southernsmartenergy.com)

