



Privacy Notice

Overview

Bryson Energy is committed to taking your privacy very seriously and protecting and respecting your information. We aim to be clear about how we use your personal information and this Privacy Notice will inform you about how we look after your information, what information we process and the reasons why. It includes the relevant requirements of the General Data Protection Regulation which comes into being on the 25th May 2018.

This Privacy Notice explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Who we are

Bryson Energy is a company registered in Northern Ireland with the company registration number NI603445 with the registered address of 2 Rivers Edge, 13-15 Ravenhill Road, Belfast, BT6 8DN. Bryson Energy is a charity, registered with the Charitable Commission NI with the registration number NIC100960. We are part of the Bryson Charitable Group and deliver a diverse range of services including energy saving advice, benefit entitlement checks, oil buying clubs, handyperson works and grant administration. Further information can be found at www.brysonenergy.org.

If you have any questions in relation to this Privacy Policy or the personal information we have about you please contact the Data Protection Representative for Bryson Energy, Bryan McGahan on 02890 734 278.

Purpose of processing and the legal basis for processing

Any information that we collect from you is necessary for the delivery of the highest standards of our services. The legal basis for processing will be based on the provision and management of the services and the necessity to meet the contractual requirements set out by the funding bodies that purchase the services from Bryson Energy. It will also be based on the requirement to comply with any legal obligations, to defend any legal claims and for archiving purposes.

How we have collected information about you

It is essential that relevant information is collected about you so that we can provide you with the best possible service to meet your needs. In order to do this we need to collect a number of categories of personal data through a number of channels including from you (e.g. via face to face, over phone, email) and third parties (e.g. referrals agents). We obtain this personal data during the initial service registration process or through our on-going relationship with you as it related to the services.

What personal and sensitive information we collect

These **personal data categories** include: name, address, contact details such as telephone number, mobile phone number, email address; date of birth, property details, employment status, income details, property details, and contact notes.

In certain circumstances and as part of our service requirements we may collect **sensitive information** called **special category data**. This may include equality information such as ethnic group; as well as information relating to health, disability and medical history. Data protection legislation requires that this information is treated with absolute care and security. We are required to process this information in line with legislation in relation to equality and disability.

How we use your personal and sensitive information

The personal and sensitive data outlined will be used by Bryson Energy as follows:

- To set up and administer the service; as well as managing your customer journey and contact with us
- To respond to queries, to manage and investigate any complaints in relation to the service you are registered with
- From time to time we may provide you with information on any new services we provide which we feel may be of interest to you.
- In order to improve our services and customer interaction we will carry out customer surveys.
- To produce outcome analysis reports to assess the impact of the services
- To produce statistical reports which will be anonymised and may be made publicly available
- Like most websites, we gather statistical and other analytical information of all visitors to our website including cookies. We use the data gathered to get a better understanding of where our visitors come from and to help us better design and organise our website.

Sharing your information

We will only share your personal information with stakeholders who are part of the delivery, monitoring, and funding of the service and the information will only be used for the purposes discussed in this policy. These are primarily the funding bodies and any contractors or suppliers operating on our behalf. These will be detailed as part of the individual service privacy statements. We have a variety of methods for collecting

and sharing information e.g. telephone, emails, reports, home visits and electronically on our computer system.

How long will we hold onto your information

We review our retention periods for your personal and sensitive information on a regular basis. We will hold your personal and sensitive information on our systems as per the contractual requirements for the service(s) as set out by the funding bodies that purchase the services from Bryson Energy. Once the retention period has been reached we will dispose of your information through secure means which are approved under data protection legislation.

How we keep your information safe

We ensure that there are appropriate technical and organisational controls in place to protect against unauthorised or unlawful processing and against accidental loss, destruction or damage. Information is retained in secure electronic and paper records and access is restricted to only those who need to know.

Your rights explained

- **Right of access:** You have a right to ask for a copy of the information that we hold about you this is known as a Subject Access Request. We will have within one month to respond to your request. Please contact Bryan McGahan on the telephone numbers previously provided to exercise this right.
- **Right to rectification:** You have the right to have personal data corrected. The accuracy of your information is important to us. We would really appreciate if you let us know if your contact details change or if any other pieces of information that we hold on you is inaccurate.
- **Right to erasure:** In certain circumstances you have the right to request the deletion of your personal data where there is no compelling reason for us to continue processing it; such as if information is not being used for its original purpose.
- **Right to restrict processing:** You have the right to request the restriction of the processing of your personal data in certain circumstances e.g. where you contest the accuracy of the information.
- **Right to transfer:** You have a right to ask for your personal information to be given to you directly or a third party
- **Right to object to processing:** You have the option not to agree to the processing of your personal data if you feel it is impacting on your rights as an individual. We will stop processing your personal data unless we can demonstrate compelling legitimate grounds for the processing which overrides your interests, rights and freedoms or where the processing is necessary for the establishment, exercise or defence of legal claims.
- **Right to lodge a complaint with ICO:**
You have the right to lodge a complaint with the Information Commissioner's Office:
The Information Commissioner's Office – Northern Ireland
10th Floor
Causeway Tower
9 James Street South
Belfast
BT2 8DN

Telephone: 0303 123 1114
Email: ni@ico.org.uk

If there are serious concerns relating to your well-being or that of another person we may share information without your agreement-this can include anything with reference to preventing and/or detecting a crime.