

Community Energy South Ltd Privacy Policy July 2020

Introduction

Community Energy South Ltd is a community energy co-operative Registered Company number **11147679** . We are a 'controller' under the [General Data Protection Regulation 2016/679](#) (GDPR).

This Privacy Policy explains how we collect and store data through our website and business operations. It outlines the rights and choices you have in relation to the personal data we hold and process.

How we collect data

When you send an email to us through our website or via our email address, we collect the information you give us such as your name, address and email address. We also collect information during events, meetings and face-to-face contact. We store our information through a third-party internet service provider.

When you browse our website, we also automatically receive your computer's internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.

Consent to use your data and opt-out

When you provide information through our website, emails or other business interactions, we assume that you consent to our holding your contact data to communicate with you. You can opt out of this on every email you receive or by emailing contact@communityenergysouth.org

How do we use personal information?

We may use your data for the following purposes:

- Administration of membership details
- Provision and promotion of our goods or services
- Maintaining accounts and records
- To notify you that we have received communications from you.
- To administer payments, accounting, auditing, billing and collection or support services
- Complying with our legal and regulatory obligations (such as record keeping obligations) and for insurance purposes
- Communicating with you about our latest developments, news, events, co-op announcements, products and services.

When do we share personal data?

We may disclose your personal information if we are required by law to do or in the case of the need to defend our legal rights. We may also disclose details to our employees, insurers and subcontractors if required to do so to fulfil the services or products that you have requested from us. Beyond this, we never share your details with a third party without your consent.

How long will we keep your information for?

We keep your information as long as it is deemed useful for business purposes or until you request we no longer store it.

How do we secure your information?

We take steps to protect data against accidental loss to prevent unauthorised access, use, destruction or disclosure including use of password protection on any of our electronic systems or online data storage systems.

We use a third party provider to store our email lists that operated under a GDPR compliant Privacy Policy.

What rights do you have?

You have the following rights under the GDPR:

- Right to be informed
- Right of access
- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Right to object
- Rights concerning automated decision-making and profiling
- You have a right to see the information we hold about you
- To access this you need to provide a request by email to contact@communityenergysouth.org, together with proof of identity
- We will usually process your request free of charge and within 30 days however we reserve the right to charge a reasonable administration fee and to extend the period of time by a further two months if the request is obviously unfounded and/or is very complex

Right to erasure

- You have a right to ask us to erase your personal data in certain cases (details may be found in Article 17 of the GDPR)
- We will deal with your request free of charge and within 30 days but reserve the right to refuse to erase information that we are required to retain by law or regulation
- To exercise your right to erasure please contact us by email to contact@communityenergysouth.org, together with proof of identity

Use of cookies

Use of cookies on our website is shown in the appendix to this Policy.

Updates and changes to our Privacy Policy

We may periodically update our Privacy Policy with changes taking place with immediate effect. We will publish any changes on our website

www.communityenergysouth.org

Contact information

If you require any further information or would like to make requests relating to this Policy please contact our Privacy Compliance Officer at

contact@communityenergysouth.org

Appendix – Use of Cookies on Community Energy South Website as of July 2020.

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and BI
hs	Session	Security
incap_ses_\${Proxy-ID}_\${Site-ID}	Session	Security
incap_visid_\${Proxy-ID}_\${Site-ID}	Session	Security
nibi_{ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identify logged in site members