



Oakwood Energy Ltd customer privacy notice

3. At Oakwood Energy Ltd our customers and their data is of the utmost importance. This privacy notice tells you what to expect us to do with your personal information.

4. Contact details

Address

2 Curzon Court
WINSFORD
Cheshire
CW7 2RY
England

Telephone **0845 567 7333**

Email enquiries@oakwoodenergygroup.co.uk

5. What information we collect, use, and why.

a. We collect or use the following information **to provide services and goods, including delivery:**

- 1) Names and contact details
- 2) Addresses
- 3) Purchase or account history
- 4) Payment details (including card or bank information for transfers and direct debits)
- 5) Account information
- 6) Photographs or video recordings
- 7) Records of meetings and decisions
- 8) Information relating to compliments or complaints

b. We collect or use the following information for **the operation of customer accounts and guarantees:**

- 1) Names and contact details
- 2) Addresses
- 3) Payment details (including card or bank information for transfers and direct debits)
- 4) Account information, including registration details
- 5) Names and contact details
- 6) Addresses
- 7) Recorded images, such as photos or videos
- 8) Records of consent, where appropriate

b. We collect or use the following information to **comply with legal requirements**:

- 1) Name
- 2) Financial transaction information

4. Lawful bases.

a. Our lawful bases for collecting or using personal information to **provide services and goods** are:

- 1) Consent
- 2) Contract

b. Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- 1) Consent
- 2) Contract

c. **Legitimate interest:** Collecting and storing relevant information helps us to research bespoke solutions for the customer.

d. Our lawful bases for collecting or using personal information for **legal requirements** are:

- 1) Consent
- 2) Contract
- 3) Legal obligation

5. Where we get personal information from?

- a. People directly
- b. Taking photographs on site
- c. Publicly available sources

6. **How long we keep information.** We will keep customer data for 25 years. This period falls in line with the manufacturer's warranty period for most PV modules and inverters. You can of course exercise your right to have us remove this data in some circumstances.

7. Who we share information with.

a. Data processors

- 1) **Xero.** This data processor does the following activities for us: accountancy software, invoices and quotes
- 2) **Microsoft.** This data processor does the following activities for us: Data storage, email, Office products
- 3) **SolarEdge Designer.** This data processor does the following activities for us: PV System design.
- 4) **Docusign.** This data processor does the following activities for us: Facilitates the signing of contracts and quotations.

5) **Equipment Interface Portals.** These data processors do the following activities for us: They allow us to set up user accounts for customers to interface with various equipment types and manufacturers.

8. Others we share personal information with.

- a. Professional or legal advisors
- b. Relevant regulatory authorities
- c. Warranty and guarantee providers
- d. Organisations we're legally obliged to share personal information with

9. Sharing information outside the UK.

a. Where necessary, we may transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

b. Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

10. **Your data protection rights.** Under data protection law, you have rights including:

a. **Your right of access** - You have the right to ask us for copies of your personal data.

b. **Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate.

c. You also have the right to ask us to complete information you think is incomplete.

d. **Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

e. **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

f. **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

g. **Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

h. **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

11. **How to complain.** If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice. If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

- a. The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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