



Smart Energy



Fair Processing/Privacy Notice

Energy Made
Easy



Who We Are

Smart Energy West Midlands Ltd is an approved energy efficiency measure installer operating throughout England and Wales. We have helped thousands of people save money on their energy bills by providing funding where possible.

Customer satisfaction and transparency are at the heart of what we do. If we can help, we will—and if we can't, we will explain why. We follow strict data protection guidelines and never share your information without a valid reason. All of our team are highly trained, DBS-checked, and carry photographic ID for your safety and security.

What Personal Data We Collect

Smart Energy West Midlands Ltd is the **Data Controller** of the personal data you provide. Our company registration number is 10482361 (England & Wales), and our registered address is Unit 11 North Street Trading Estate, Brierley Hill, DY5 3QF.

We only collect personal data necessary to perform our services. This may include:

- Basic personal details (e.g., name, address, email, phone number)
- Sensitive personal data (where applicable, for funding eligibility or regulatory compliance)

We process your data only when necessary, either:

- To perform a contract you have entered into with us
- To take steps at your request before entering a contract



If you do not provide the required information, we may be unable to deliver our services.

Why We Collect Your Data

We collect your personal data for the following purposes:

- To assess eligibility for ECO funding or other funding mechanisms
- To fulfil contractual obligations and manage service delivery
- To comply with legal and regulatory requirements
- To process payments and maintain financial records

How We Use and Share Your Data

We process your data securely within the United Kingdom and European Union. In some cases, we may share necessary details with:

- Scheme Funding Providers to assess and secure financial support for your project.
- Local Authorities to determine your eligibility for funding.
- Independent Technical Monitoring Agents to inspect any services we deliver to you for compliance.
- Subcontracted surveyors/installers who help deliver our services.



 0333 358 3130

 info@smartinsulation.co.uk

 www.smartinsulation.co.uk

You have the right to object to your data being shared with third parties. However, please note that this may prevent us from providing the requested services.

Your data is stored securely on a cloud-based system with servers in the European Union. We take all reasonable steps to protect it from unauthorised access. If you have any concerns about data security, please contact our Data Protection Officer at DPO@smartinsulation.co.uk or 0333 358 3130.

We never sell or rent your personal data to third parties.

How Long We Keep Your Data

We retain your personal data for a minimum of six years after providing our service. After this period, it will be securely deleted unless we are legally required to retain it longer.

We review data retention policies regularly. If you have questions about how long we store your information, contact our Data Protection Officer at DPO@smartinsulation.co.uk or 0333 358 3130.

Your Rights Under Data Protection Laws Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your data ("Right to be Forgotten"), unless legal obligations require us to keep it
- Restrict processing of your data in certain circumstances
- Object to processing based on legitimate interests



- Request data portability (transfer of your data to another provider)

**To exercise these rights, please contact our Data Protection Officer at
DPO@smartinsulation.co.uk or 0333 358 3130.**

**If you are unhappy with how we handle your data, you have the right to complain
to the Information Commissioner's Office (ICO) at www.ico.org.uk.**