

# CRM CUSTOMERS PRIVACY NOTICE (ARTICLE 13) – Prepared 21/05/2018

## What we collect

Energy & Utility Skills will be what's known as the 'controller' of the personal data you provide to us. Our company registration number is 03812163 and our registered address is Friars Gate, 1011 Stratford Road, Shirley, Solihull, B90 4BN. The person responsible for our data protection is Rachel Thomas and can be contacted at [dataprotection@euskills.co.uk](mailto:dataprotection@euskills.co.uk).

We collect personal data about you, including for example first name, last name, job title, employer name, e-mail address and contact telephone number. This does not include any special types of information or location based information.

## Why we need it

Here at Energy & Utility Skills we take your privacy seriously and will use your personal information in a number of ways which will help us to deliver our services. We would like to send you marketing information about our other products and services which may be of interest to you or your organisation.

It is in our legitimate interests to process your personal data. We will ensure that we keep the amount of data collected and the extent of any processing to a minimum to meet this legitimate interest.

## How we will use the information about you?

We may share your information with your employer.

## How long we keep it

We will keep your basic personal data for two years after you stop receiving services from us, after which time it will be destroyed.

The information used for marketing will be kept with us until you notify us that you no longer wish to receive this information. If you no longer wish to receive marketing information, e-mail us at [communications@euskills.co.uk](mailto:communications@euskills.co.uk) to update your preferences.

## What are your rights?

If at any point you believe retained information is incorrect you can request to see this information and even have it corrected and possibly deleted. Providing you this information is free of charge, but charges may apply for excessive requests.

If you wish to raise a complaint on how we have handled your personal data, you can contact Rachel Thomas at [dataprotection@euskills.co.uk](mailto:dataprotection@euskills.co.uk) who will investigate the matter.

**For further information on which companies have been supplied with your details or how your information is used, how we maintain the security of your information and your rights to access/alter and change information we hold on you, please write to us at: Rachel Thomas, Energy & Utility Skills Limited, Friars Gate, 1011 Stratford Road, Shirley, Solihull, B90 4BN.**

Should you be unhappy with our processing of your personal data, you have a right to complain to the Information Commissioner's Office, which is the regulator for data protection.