

## Privacy Notice for South Shropshire Climate Action

### Introduction

South Shropshire Climate Action (SSCA) is a project of Marches Energy Agency (MEA).

SSCA is a project which aims to deliver the 'Next Steps' Climate Action Plan for the Ludlow constituency. It provides:

- Co-ordination for organisations and networks to work together to transform South Shropshire into a net zero carbon society
- Collaborations to help develop, bid for and share resources across the network
- Communications to share news, best practice and promote local exemplars, including toolkits, videos and events that contribute to the zero-carbon agenda. This also includes the publication and dissemination of a regular online newsletter.

This document gives our users clarity about how their personal data is used and the rights they have.

### Information held about you

In order to fulfil our functions (listed above) we may need to collect and hold personal information about you. This information may include:

- Basic details about you such as first name and last name and relevant contact information (telephone number and/or email address)
- Financial information such as your bank/building society details if you choose to make an online donation to us
- Contact we have had with you via email or via the online form on the South Shropshire Climate Action website
- SSCA has a number of volunteers involved with the "Retrofit roadshow". Where it has been agreed that a volunteer can drive MEA's bespoke electric van to events we will also hold information about your current driving licence.

We may also collect and hold contact information that is available in the public domain for businesses and organisations.

### Who is processing my data?

All personal data held, is processed in accordance with data protection law.

The Data Controller for the information outlined in this privacy notice is Marches Energy Agency.

South Shropshire Climate Action are the Data Processors who will process your information on behalf of Marches Energy Agency.

### **How will we use the information we hold about you?**

We will collect information about you (where applicable and requested by you) to:

- Send you our regular South Shropshire Climate Action e-newsletters
- Communicate with you via social media
- Reply to your queries
- Signpost you to other organisations for more information
- Refer and connect you to other groups in our network
- Sign you up as a volunteer to SSCA and MEA where requested.

### **What is the legal basis for us to process your data?**

The legal basis for processing the data is your consent, which you can withdraw at any time by notifying us by email.

We will have received your consent to process your data via one of the following:

- You opted-in to receive updates from South Shropshire Climate Action via email, our website or our sign up sheets
- You made contact for one of the following reasons (including but not limited to): to request or provide information, make a donation, or volunteer your help.

### **Who we will share your information with**

Any information shared with South Shropshire Climate Action is automatically held by Marches Energy Agency.

We may also share your information with other organisations in our networks including:

- local climate and environment groups
- other agencies and services providing the advice and support that you have requested.

We will normally seek your consent to share information with such organisations and will only share data that is necessary in order for you to access the support and advice that you have requested.

However, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations.

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

### **How long do we keep your records?**

We will only keep your information for the minimum period necessary or for as long as you continue to subscribe to our e-newsletter.

We periodically review the data we hold and data which is no longer applicable to our projects or communications will be deleted.

All information will be held securely and destroyed under confidential conditions.

### **Your rights**

You have a number of rights under data protection law, including:

- the right to request details of the information we hold about you
- and to request that this information is amended if incorrect or erased.

To request deletion of your records, you will need to put your request in writing and provide proof of identification. Please email your request to [SSCA@mea.org.uk](mailto:SSCA@mea.org.uk) or write to Fiona Morgan and Nick Read, SSCA Project Co-ordinators, c/o Marches Energy Agency, The Pump House, Coton Hill, Shrewsbury SY1 2DP.

### **How to make a complaint**

If you want to make a complaint about the handling of your personal data please write to Fiona Morgan or Nick Read (as above).

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

### **Providing Accurate Information**

It is important that we hold accurate and up to date information about you in order to respond to your requests.

If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update our records.

### **Further information**

If you have any questions or concerns about how your information is used, please contact us by email, [SSCA@mea.org.uk](mailto:SSCA@mea.org.uk) or write to Fiona Morgan and Nick Read, SSCA Project Co-ordinators, c/o Marches Energy Agency, The Pump House, Coton Hill, Shrewsbury SY1 2DP.

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>