



Privacy Policy

Support Scheme for Renewable Heat (Grant Scheme)

September 2018 Edition

Privacy Notice

General statement- We respect your privacy

The Sustainable Energy Authority of Ireland (SEAI) fully respects your right to privacy. This Privacy Notice is intended to help you understand what Personal Data SEAI collects about you, why we collect it, what we do with it, who we may share it with and how we protect it.

It also details the rights available to you in relation to how we hold and use your personal data, how to exercise those rights, and what to do if you require more information or wish to make a complaint.

The use of “we”, “us”, “our” and “ours” in this Privacy Notice refer to SEAI. For more information about us, please see our About webpage <https://www.seai.ie/about/>.

1. What sort of Personal Data do we collect and process?

We collect and process Personal Data about you, which you provide us with when you apply to the SSRH Scheme. Types of Personal Data includes but are not limited to:

- your name and contact details, including your mobile number and email address;
- your PPSN, where you are a sole trader;
- your IP address;
- information about your interactions with us, such as customer service records, including complaints and claims;
- the name, address and contact details of any Nominated Project Contact; and
- any other Personal Data relating to you that you provide to us or that we generate about you in connection with our relationship with you, including records of any consent you have given.

2. How do we collect Personal Data?

We mainly collect and record your personal data from you. You will provide this information directly to us, when you contact us in writing, by telephone or electronically. For example,

- if you apply for a grant, we collect information you provide us in the grant application form and we may use this information to link it to other grant applications you have made; and
- through your participation in the grant approval process, e-mails you send us or verbal information which you provide by phone is recorded or entered into our systems.

3. What are the purposes for which Personal Data is processed and what are our legal bases for carrying out this processing?

The Personal Data that is referred to above will be processed for the purposes of:

- performing our functions as a public authority, including operating the various energy efficiency programmes;
- providing customer service to you and contacting you if required to respond to any communications you might send to us;
- complying with our legal obligations;
- protecting or enforcing our rights or the rights of any third party;
- processing of a grant application;
- establishing, exercising or defending legal claims;
- sending you promotional and marketing materials;
- improving the services which we provide to you;
- improving our existing schemes;
- developing new schemes;

- responding to requests and providing information;
- monitoring and evaluation of compliance with the terms and conditions of the scheme;
- detecting and preventing fraud and other crime; and
- a range of other activities which we are obliged to undertake, or which we have gained your consent to complete.

Our legal bases for collecting and using this information in accordance with the provisions of Privacy Notice are:

- that it is necessary for the performance of a contract with you;
- that it is necessary in order to take steps at your request prior to entering into a contract with you;
- that it is necessary for the performance of tasks that we carry out in the public interest or in the exercise of official authority vested in us by law (including the Sustainable Energy Act, 2002)
- that it is necessary for compliance with a legal obligation that applies to us; or
- that you have provided consent to us for the use of your Personal Data.

Where you have provided consent for the use of your Personal Data, you can withdraw it at any time by informing dataprotection@seai.ie, however, this will not affect the lawfulness of processing which was carried out based on your consent prior to its withdrawal.

4. Disclosure of your Personal Data to Third Parties

As part of our ongoing operations, SEAI contracts certain third parties to carry out services on our behalf and, we may share your information with our service providers who provide us with support services. We disclose your personal data to various recipients in connection with the above purposes. SEAI requires all such third parties to process any data disclosed to them in accordance with applicable law, including with respect to data confidentiality and security.

5. Security of your Personal Data

Where you communicate with us via the SEAI website, the nature of the internet is such that we cannot guarantee or warrant the security of any information you transmit to us via the internet. No data transmission over the internet can be guaranteed to be 100% secure. However, we will take all reasonable steps (including appropriate technical and organisational measures) to protect your Personal Data.

We keep our computer systems, files and buildings secure by following legal requirements and international security guidance.

We make sure that our staff, and anyone with access to personal data that we are responsible for, are fully trained on how to protect personal data.

We ensure that our processes clearly identify the requirements for managing personal data and that they are up to date.

We regularly audit our systems and processes to ensure that we remain compliant with these policies and legal obligations.

6. Your rights regarding your Personal Data

SEAI aims to ensure that all personal data are correct. SEAI captures, stores and processes your personal data in order to carry out a range of activities, you have a range of rights available to you to give you confidence that your data is appropriately managed.

You have the right, without undue delay, to:

Gain access to and copies of your personal data: you are entitled to receive, on request and free of charge, a copy of all your personal data that we hold. There are some limitations to this right. For example, if the data also relates to another person and we do not have that person's consent, or if the data is subject to legal privilege. Where there is data that we cannot disclose, we will explain this to you.

Ensuring that your data is accurate: our aim is to ensure that the data we hold about you is correct and up to date. From time to time we may contact you to verify the information that we hold. You may also contact us to correct any errors that you notice.

Granting or Removing consent: where we require your consent for any processing, for example, to provide you with direct marketing communications, we will clearly explain what the consent is for, and any consequences of giving or refusing consent, and will provide that consent can only be given by way of a positive action by you. We will also ensure that you are able to withdraw any such consent at any time.

Restricting processing of your data: you have the right to request us to restrict the processing of your personal data in certain circumstances, for example, if there is a dispute over our rights to carry out specific processing activities, or where you do not want us to delete data. We will respond promptly to your request and will provide an explanation if we cannot fully comply.

Deletion of your data: in certain circumstances, you may have the right to have some or all of your personal data deleted from our records. This may occur if, for example, you are no longer the point of contact for the SSRH scheme application made by your company. If you continue to have a relationship with us, we must retain the data we need to manage this relationship. We will respond promptly to your request, and provide reasons if we object to the deletion of any of your personal data.

Right to Complain: You also have a right to complain to the Data Protection Commissioner if we fail to meet the required standards of data protection. You can contact the Office of the Data Protection Commission at info@dataprotection.ie. You can find out more information at www.dataprotection.ie.

7. How to exercise your rights, make a request or lodge a complaint with SEAI:

If you wish to exercise any of your rights, explained in section 6, by making a request or lodge a complaint, you can contact our Data Protection Officer by email at dataprotection@seai.ie.

8. How long we retain your Personal Data

We are required to keep certain types of information for a specific period in order to comply with legal requirements. For example, we will retain the personal data submitted with your application for 10 years where state aid rules apply to the funding provided. The length of time we keep any part of your personal information will depend on the type of information and the purpose for which it was obtained.

9. Changes to this SSRH Privacy Notice

SEAI may change this SSRH Scheme Privacy Notice at any time. Any changes to this privacy notice will be posted on this website so you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.