

Energy Performance Nationwide – Privacy Statement on General Data Protection Regulation (GDPR)

Implementation Date: 25th May 2018 Review Date: 25th May 2019

Overview of Business

Energy Performance Nationwide is an outsourced service provider offering a diverse range of services to the property industry via a network of contractors, business partners and associates and is based in Bristol, UK.

Instructions received during the course of our daily business are generally gathered via our CRM system, email or telephone. These include limited personal data such as name, address, phone number and email at point of instruction and is necessary for the action and implementation of our services.

Business Process

Jobs are recorded and offered to Energy Performance Nationwide's network of contractors, business partners and associates via our CRM system, manually on data sharing systems or via email or phone.

When scheduling tasks and jobs, contact is generally by phone, email or text message and may occasionally involve collection of further information that is relevant to the nature of the task.

Following completion of tasks and jobs, data is uploaded to our CRM system and file sharing systems and the storage of this is governed by individual legislation that applies to each aspect of our business.

Client Contact Database

Contact details for Energy Performance Nationwide's network of clients, contractors, business partners and associates are held on an internal CRM system and file sharing systems and are necessary for the functions and services provided.

Data Storage

Energy Performance Nationwide ensures that;

1. Paper files are kept locked away
2. Electronic data is protected from unauthorised access, accidental deletion and malicious hacking attempts
3. Data is protected on all devices by strong passwords that are changed regularly and never shared
4. Data is uploaded only to approved cloud computing services
5. Data is backed up frequently
6. Data is not saved directly to laptops or other mobile devices like tablets or smart phones
7. All servers and computers containing data are protected by approved security software and firewalls

Data Use

Gathered data is essential to the daily function of Energy Performance Nationwide business and is only used for its intended purpose. Energy Performance Nationwide will never give or sell information to any individual or business.

Data Accuracy

As is our legal obligation, Energy Performance Nationwide takes all reasonable steps to ensure data is kept accurate and up to date.