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This Privacy and Cookie Policy

This Privacy and Cookie Policy applies to all areas of www.localenergy.scot (the **Shared Ownership Portal**) which is operated by Local Energy Scotland.

Local Energy Scotland (**we, us** or **our**) is a consortium of five organisations (each a **consortium partner**):

The Energy Agency: The Agency is a non-profit making organisation incorporated in Scotland with an established trading company to operate interest-free loans and grant schemes. The Agency is a registered charity in Scotland whose registered address is at Watson Peat Building, Auchincruive, Ayr, Ayrshire, KA6 5HW with charity number SC029479.

Changeworks Resources For Life: Changeworks is an environmental charity and social enterprise, working in collaboration with public and third sector organisations, schools, communities and businesses. Changeworks Resources For Life is a registered charity in Scotland whose registered address is at 36 Newhaven Road, Edinburgh EH6 5PY with charity number SC103904.

The Wise Group: The Wise Group is a social enterprise based in Glasgow. The Wise Group is a registered charity in Scotland whose registered address is at 72 Charlotte Street, Glasgow G1 5DW with charity number SC004089.

SCARF: SCARF is a social enterprise with its head office in Aberdeen, and activities across the North East of Scotland. SCARF is a registered charity in Scotland whose registered address is at 34 Albyn Place, Aberdeen, AB10 1FW with charity number SC006901.

Energy Saving Trust Limited: The Energy Saving Trust is a social enterprise with charitable status. It is a profit-for-purpose company continuing to deliver substantial government-funded programmes, and a wholly owned trading subsidiary. The Energy Saving Trust Limited is a company incorporated in England and Wales whose registered address is at | 6th Floor, 30 North Colonnade, Canary Wharf, London, E14 5GP with company number 2622374.

This Privacy and Cookie Policy tells you how Local Energy Scotland will use information provided by you or collected about you when you use the Shared Ownership Portal or on telephone calls to or from Local Energy Scotland. Please see section 7 entitled "Contact" below.

Please read this Privacy and Cookie Policy carefully before you use the Shared Ownership Portal. It is a legally binding agreement and contains important information on your legal rights and obligations. By using the Shared Ownership Portal you accept this Privacy and Cookie Policy and agree to abide by it. Expressions used but not defined in this Privacy and Cookie Policy will have the meanings set out in the Terms of Use located at www.localenergy.scot/resources/local-energy-marketplace/shared-ownership-portal/ of which this Privacy and Cookie Policy forms a part.

Local Energy Scotland may revise and update this Privacy and Cookie Policy at any time and will indicate at the top of this page when this Privacy and Cookie Policy was last revised. Please periodically review this Privacy and Cookie Policy, as your continued use of the Shared Ownership Portal indicates your agreement with any changes made of this Privacy and Cookie Policy.

1. Your personal information

We collect personal information about you (including name, email and address) when you:

- complete forms;
- provide information when you contact us by email, telephone and letter;
- provide feedback;

- when you visit the Shared Ownership Portal by using cookies. Please see the section entitled "Cookies" below

2. Use of your personal information

We may use the personal information collected about or received from you:

- to host, administer and improve the Shared Ownership Portal;
- to process and respond to requests, enquiries and complaints received from you;
- to contact you for 'service administration purposes' – password reminders or to notify you that a particular service has been suspended or changed;
- to monitor user satisfaction by asking you to participate in surveys and feedback relating to the Shared Ownership Portal and for processing and analysing the results of that survey or feedback internally;
- to keep our records up to date. For example, to keep a record of any requests, enquiries and complaints and our responses to the same;
- to analyse trends;
- for audit purposes;
- to exercise our rights and perform our obligations under the Terms of Use available at www.localenergy.scot/resources/local-energy-marketplace/shared-ownership-portal/
- where you have indicated your acceptance, to recommend products and services provided by us or third parties that we believe will be of interest to you;
- for other purposes clearly stated on the page or other method in which you provide your information to us; and
- as necessary for you to enjoy the benefits associated with use of the Shared Ownership Portal.

All information collected by Local Energy Scotland may be shared between the consortium partners for the purposes listed above.

3. Sharing information about you

We sometimes use other companies and organisations (third parties) to process personal information for us. For example, we may use a third party to provide website hosting services or maintain our IT systems, facilitate the provision of information to you, provide services on our behalf (such as send postal mail) or to carry out any of the other purposes set out in section 2 on our behalf.

Where we make use of third parties to process personal information, we will ensure that they have adequate security measures in place and that they comply with this Privacy and Cookie Policy.

We may also share your personal information where you have indicated your acceptance, to contact you directly in relation to goods or services which may be of interest to you.

We share information, for analysis purposes, with government departments and bodies (including the devolved nations) that provide funding to Local Energy Scotland or have an interest in our activities.

We will also share information about you when we are required to so by law, if we have your permission to do so or as part of the process of selling our business.

4. Marketing

Local Energy Scotland will not contact you for marketing purposes, such as notifying you of events, unless you agree to this when you supply us with your information.

You have the right to stop us using information about you for marketing purposes. If we want to use information about you for marketing, we will ask before we collect it.

If you agree to let us use information about you for marketing you can change your mind at any time. There will be instructions of how to easily opt out of marketing within each

correspondence or you can contact us with your instructions.

5. Cookies

What are cookies?

A cookie is a small, harmless, text file that normally contains a website name and unique user information (it will not identify you, but the computer you are using). The next time you visit that site your computer will check to see if you already have a cookie from that site. If there is an existing cookie, your computer will send the information in the cookie to the website. This will allow the site to work out, for example, how long you visit the site for and how often and the pages you looked at. By using cookies we can improve the way the Shared Ownership Portal works and the relevance of the content for you.

What cookies do we use?

The table below lists the cookies used by the Shared Ownership Portal and provides a description of how each cookie works. To find out more about a cookie, please follow the link provided in "More Information".

Cookie	Name	Purpose	More Information
"__utma", "__utmz" ", "ga" etc	Google Analytics	These cookies are controlled by Google and are used to measure the number of people visiting the site and how it is being used. All data is anonymous.	http://www.google.co.uk/intl/en/analytics/privacyoverview.html
is_returning	Crazy Egg	On some pages on our website, we use Crazy Egg to view how our visitors are interacting with our web pages. Crazy Egg uses a cookie only to distinguish between new and returning	More information about Crazy Egg's privacy practices, including opt-out information, can be found at http://www.crazyegg.com/privacy .

The Shared Ownership Portal works best if you accept our cookies.

You can set your browser software to accept all cookies, to notify you when a cookie is issued, or not to receive cookies at any time. If you refuse all cookies, some parts of the Shared Ownership Portal may not work.

Your web browser may allow you to restrict or delete cookies set by the Shared Ownership Portal. The Help function within your browser should tell you how. Alternatively, you can visit www.allaboutcookies.org which provides general information about cookies and how you can manage cookies on your device.

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

6. Links

The Shared Ownership Portal may contain links to other websites. We are not responsible for the privacy practices of other websites. We recommend that you read the privacy policies of those other websites.

7. Contact

For further details, please contact us by telephone, e-mail or in writing. Further details are set out in the 'Contact Us' page at www.localenergy.scot/contact-us. Calls to and from Local Energy Scotland may be recorded to monitor and improve our customer service, and for staff training purposes. This Privacy and Cookie Policy also applies to any information provided by you or collected about you on telephone calls to and from Local Energy Scotland.