



Privacy Policy (UK GDPR Compliant)

Version 1.0 – March 2026

1. Who We Are

Community Energy Advocacy CIC ("CEA", "we", "us", "our") is a Community Interest Company Limited by Guarantee registered in England & Wales.

- Company Number: 17062626
- Registered Office: 16 Hartleys Village, Liverpool, L9 7AH
- Contact Email (Data Protection): Info@communityenergyadvocacy.org
- Telephone: 0151 272 1238
- ICO Registration Number:

For the purposes of UK data protection law, we are the **Data Controller** of your personal information.

2. Our Commitment to Data Protection

We are committed to protecting your privacy and handling your information lawfully, fairly, and transparently in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (where applicable)

Because our services involve vulnerability and safeguarding matters, we apply enhanced confidentiality standards.

3. What Information We Collect

We collect information necessary to deliver structured energy advocacy services.

A. Personal Data

- Full name
- Address
- Email address
- Telephone number

Community Energy Advocacy CIC

Energy disputes. Professionally handled.



- Date of birth (where relevant)

- Energy account numbers and supplier details

B. Financial Information

- Debt and arrears information
- Payment arrangements
- Financial hardship evidence
- Transaction details for case fees or subscription payments

(Payment card details are processed by third-party providers such as Stripe. We do not store full card details.)

C. Special Category Data (Article 9 UK GDPR)

In some cases, we process sensitive information where necessary to protect vulnerable households. This may include:

- Health conditions
- Medical dependency on electricity
- Disability information
- Mental health information
- Safeguarding concerns
- Social care involvement

We process this information only where necessary and proportionate.

D. Technical Data

If you use our website, we may collect:

- IP address
- Browser type
- Device information
- Basic usage analytics (if enabled)

4. How We Use Your Information

We use your information for the following purposes:

1. Delivering Advocacy Services

Community Energy Advocacy CIC | 0151 272 1238 | Info@communityenergyadvocacy.org |
www.communityenergyadvocacy.org
Registered Office: Hartleys Village, Liverpool, L9 7AH | Company No: 17062626 | CIC Limited by
Guarantee

Community Energy Advocacy CIC

Energy disputes. Professionally handled.

Including case assessment, complaint handling, escalation, and Ombudsman referral.



- **Article 6 Basis:** Contractual necessity
 - **Article 9 Basis (if applicable):** Substantial public interest (safeguarding and support for vulnerable individuals)
-

2. Subscription Administration

Including billing, renewal management, and service communication.

- **Article 6 Basis:** Contractual necessity
-

3. Safeguarding & Risk Management

Where there is risk of harm, disconnection, or vulnerability concerns.

- **Article 6 Basis:** Legal obligation and/or legitimate interests
- **Article 9 Basis:** Safeguarding of individuals at risk

We may share information without consent where necessary to prevent serious harm.

4. Legal and Regulatory Compliance

Including record keeping, financial reporting, and responding to legal requests.

- **Article 6 Basis:** Legal obligation
-

5. Service Improvement & Internal Monitoring

To monitor case outcomes and maintain quality standards.

- **Article 6 Basis:** Legitimate interests
-

We do not sell or trade personal data.

Community Energy Advocacy CIC | 0151 272 1238 | Info@communityenergyadvocacy.org |
www.communityenergyadvocacy.org
Registered Office: Hartleys Village, Liverpool, L9 7AH | Company No: 17062626 | CIC Limited by Guarantee



5. Who We Share Information With

We may share relevant information with:

- Energy suppliers
- The Energy Ombudsman
- Third-party dispute bodies
- Payment processors (e.g., Stripe)
- IT and cloud storage providers (e.g., Google Workspace)
- Professional advisers (accountants, insurers)
- Safeguarding authorities where risk of harm is identified
- Law enforcement where legally required

We only share information that is necessary for the stated purpose.

6. International Transfers

Some service providers (such as cloud storage or payment platforms) may process data outside the UK.

Where this occurs, we ensure appropriate safeguards are in place, including:

- UK adequacy regulations
 - Standard Contractual Clauses (SCCs)
 - Data processing agreements
-

7. Data Retention

We retain data only as long as necessary for legal and operational purposes.

Typical retention periods:

- Closed case files: 6 years (limitation period)
- Financial records: 6 years (HMRC requirement)
- Safeguarding records: up to 6 years unless longer retention is justified
- Subscription records: 6 years after termination
- Marketing communications: until consent withdrawn

Community Energy Advocacy CIC | 0151 272 1238 | Info@communityenergyadvocacy.org |
www.communityenergyadvocacy.org

Registered Office: Hartleys Village, Liverpool, L9 7AH | Company No: 17062626 | CIC Limited by Guarantee

Community Energy Advocacy CIC

Energy disputes. Professionally handled.

After this period, data is securely deleted or anonymised.



8. Data Security

We implement appropriate technical and organisational measures, including:

- Encrypted systems and secure cloud storage
 - Access controls and role-based permissions
 - Secure password management
 - Device security protections
 - Data minimisation principles
 - Regular review of access permissions
-

9. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure (where legally applicable)
- Restrict processing
- Object to processing based on legitimate interests
- Request data portability
- Withdraw consent (where processing is based on consent)
- Lodge a complaint with the Information Commissioner's Office (ICO)

ICO contact details:

Website: <https://www.ico.org.uk>

Helpline: 0303 123 1113

To exercise your rights, contact: John.english@communityenergyadvocacy.org

10. Safeguarding Disclosure

CEA is not an emergency service. However, where we believe there is a serious risk of harm, supply disconnection affecting vulnerable individuals, or safeguarding risk, we may share relevant information with appropriate authorities without prior consent where legally justified.

This is done only where necessary and proportionate.

11. Cookies (If Applicable)

Community Energy Advocacy CIC | 0151 272 1238 | Info@communityenergyadvocacy.org |
www.communityenergyadvocacy.org
Registered Office: Hartleys Village, Liverpool, L9 7AH | Company No: 17062626 | CIC Limited by
Guarantee

Community Energy Advocacy CIC

Energy disputes. Professionally handled.



If your website uses cookies, include a separate Cookie Policy or summary here explaining:

- What cookies are used
 - Purpose (analytics, essential functionality)
 - How to manage preferences
-

12. Updates to This Policy

We may update this Privacy Policy periodically to reflect changes in law or operational practice.

The latest version will always be available on our website.