

Privacy Notice

Oil Buying Scheme and LPG enquiries

Who we are

Rural Action Derbyshire takes your privacy seriously. If you have any questions regarding your personal data we can be contacted by:

Telephone on: 01629 592970

Email at: info@ruralactionderbyshire.org.uk

Writing to: Rural Action Derbyshire, Town Hall, Bank Road, Matlock, Derbyshire DE4 3NN

Please note that the most up to date version of this privacy notice can be found on our website at www.ruralactionderbyshire.org.uk/Pages/Category/personal-data or provided in hard copy on request. If we make any material changes to the way we use your personal data we will contact you by email to advise you of this or where necessary request your consent.

Our agents

Olive/eSmartMetrics – To join the Derbyshire Community Oil Buying Scheme your details are entered onto the RAD Olive website (<https://rad.myolive.co.uk/registration/register>). This website is the online portal for the oil buying scheme and is owned and operated by eSmartMetrics Ltd. They can be contacted regarding data protection and privacy issues by emailing info@esmartmetrics.com.

Go Cardless – When registering on the RAD Olive website, either bank details for payment of oil by direct debit, or payment card details for payment by credit or debit card are entered. Go Cardless is responsible for handling all these payment transactions. Please refer to this article to understand how they manage their data. <https://gocardless.com/blog/data-controller/>.

Swift Energy Consultants – If you enquire about our LPG scheme, your relevant contact details are passed on to Swift Energy Consultants. To understand how they use your data, please contact paul.c@swiftenergyconsultants.co.uk.

The personal data we hold and what we do with it

For Oil Buying Scheme customers:

We store your name, address, telephone number, mobile telephone number, email address and delivery instructions in order to contact you and process your oil order.

Where we manage your oil buying account for you, we also store your username and password for the Olive/ eSmartMetrics website and the CVV number from your payment card so we can make oil orders and payments for you.

For LPG enquiries:

We store your name, email address, telephone number and location in order to pass your enquiry onto Swift Energy Consultants.

Our lawful basis for processing your personal data

Our lawful basis for this processing is legitimate interests

Date updated 23/05/2018

Our legitimate interests for processing your personal data

For Oil Buying Scheme customers:

- To contact you and process your oil order.
- So we can make oil orders and payments for you where we manage your oil buying account for you.

For LPG enquiries:

- To pass your enquiry onto Swift Energy Consultants.

Personal data we receive from other organisations and the source of the personal data

Where you enter your personal details onto the RAD Olive website we receive your name, address, telephone number, mobile telephone number, email address and delivery instructions from Olive/eSmartMetrics.

Data sharing

For Oil Buying Scheme customers:

Where we manage your oil buying account we share your name, address, telephone number, mobile telephone number, email address and delivery instructions with Olive/eSmartMetrics so that they can process your oil order.

For LPG enquiries:

We share your name, email address, telephone number and location with Swift Energy Consultants so that they can provide you with a quote for supplying LPG.

Data transfers

We do not transfer your personal data to any third countries or international organisations. However payments are made via Go Cardless and they may transfer your personal data out of the UK. Please refer to the Go Cardless Privacy Policy via <https://gocardless.com/downloads/legal/privacy-notice-v0518-0.pdf> for more details.

Data retention

For Oil Buying Scheme customers:

We store your name, address, telephone number, mobile telephone number, email address and delivery instructions whilst you remain a member of the oil buying scheme and until any outstanding financial transactions have been made.

Where we manage your oil buying account for you, we store your username and password for the Olive/ eSmartMetrics website and the CVV number from your payment card whilst you remain a member of the oil buying scheme and until any outstanding financial transactions have been made.

Your personal details are also stored separately on the RAD Olive website. Please contact them directly regarding their data retention policy on info@esmartmetrics.com or by telephone on 01629 706456.

Your personal details are also stored separately with Go Cardless. Please refer to the Go Cardless Privacy Policy via <https://gocardless.com/downloads/legal/privacy-notice-v0518-0.pdf> for more details regarding their data retention policy.

For LPG enquiries:

We store your name, email address, telephone number and location until your enquiry to Swift Energy Consultants has been concluded.

Your rights in respect of your personal data

For all:

You have the right to access your personal data, as held by us, by making a request using the contact details above. You also have the right to have your personal details held by us amended at any time during the data retention period on request by contacting us as shown above.

You have an absolute right to stop your data being used for direct marketing from us by contacting us as shown above.

You have the right to object to the processing of your personal data because we are relying on legitimate interests as our lawful basis for processing relating to the service we are providing. However you must give specific reasons why you are objecting to this processing of your data and these reasons should be based upon your particular situation. Please be aware that without the ability to process your personal data as described in this notice we may be unable to provide the services described above.

For Oil Buying Scheme customers:

You have the right to have your personal data deleted when you no longer wish to be a member of the oil buying scheme and when any outstanding financial transactions have been made by contacting us as shown above.

For LPG enquiries:

You have the right to have your personal data deleted when your enquiry to Swift Energy Consultants has been concluded.