



BOOK MY EPC

Home Energy Assessor South Tyneside

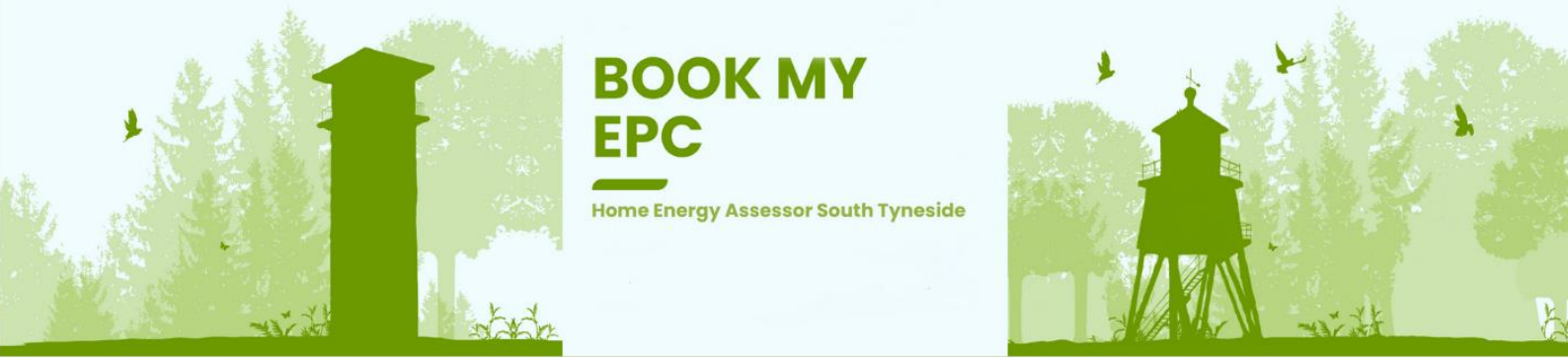
Privacy Policy

Who We Are

Book My EPC offers energy performance certificates (EPCs) to homeowners and property managers across the UK. EPCs are essential documents that provide information on the energy efficiency of buildings, as mandated by European Union Directive 2010/31/EU. This directive has been transposed into UK law through various regulations, including:

- The Energy Performance of Buildings (England and Wales) Regulations 2012 (S.I. 2012/3318) (as amended), for England and Wales,
- The Energy Performance of Buildings (Scotland) Regulations 2008 (S.S.I 2008/309) (as amended), for Scotland,
- The Energy Performance of Buildings (Certificates and Inspections) Regulations (Northern Ireland) 2008 (S.I. 2008/170) (as amended), for Northern Ireland.

Our assessments are conducted on-site at your home, and bookings can be made online, over the phone, or via email. This privacy policy encompasses all aspects of our data processing activities, ensuring the protection of your personal data whether you interact with us through our website or other means.



What Personal Data We Collect and Why We Collect It

Types of Data Collected

1. **Personal Information:** We collect your name, address, email address, and phone number to facilitate the booking and delivery of EPC assessments.
2. **Property Ownership Status:** Information on whether the property is owner-occupied or rented is collected to tailor our services appropriately.
3. **Tenant Information:** If applicable, and with permission, we collect tenant first names and phone numbers to arrange appointments, send reminders, or contact them if necessary. This information is deleted after the appointment.
4. **Details of Home Energy Features:** Specific details about energy-saving measures already implemented in the home (e.g., insulation, double glazing) are collected during the assessment.
5. **Financial Information:** Payment details are processed via Stripe, and we adhere to their privacy policies. You can find more about Stripe's privacy policy here: <https://stripe.com/gb/privacy>.
6. **Pre-Assessment Questionnaire:** Information provided in the pre-assessment questionnaire is retained for 15 years in compliance with audit, accreditation, and government requirements.
7. **Access Arrangements:** Any special access arrangements or requirements included in the questionnaire are noted to facilitate the assessment visit.
8. **IP Address:** IP addresses are recorded in the payment gateway for security purposes.

Why We Collect This Data

- To facilitate the booking and scheduling of EPC assessments.
- To comply with legal and regulatory requirements.
- To improve our services and ensure the accuracy of assessments.
- To manage payments securely.



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How We Collect Personal Data

Online Forms

We use Appointedd Booking System and Microsoft Forms to collect data through online submissions. This includes personal information such as your name, address, email address, and phone number, which are necessary for booking and conducting EPC assessments.

Phone Calls

When you book an assessment over the phone, the information is directly inputted into our online booking system, Appointedd. This system securely stores your details to manage and schedule appointments.

Email Correspondence

If you contact us via email, we collect your email address and any additional information you provide. This typically includes your name, address, and specific details related to your EPC assessment needs.

On-Site Assessments

During the physical visit to your property, we collect various details required for the EPC assessment, including:

- Measurements of the property
- Floorplan layouts
- Insulation thickness
- Details of the boiler and boiler controls
- Information about the building fabric
- Certificates provided by the customer that evidence the above details, which often include the customer's name and address

This comprehensive data collection ensures that our assessments are accurate and comply with legal standards.



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How We Use Personal Data

We use the collected data for the following purposes:

1. **Booking and Scheduling:** Personal information is used to arrange and confirm appointments for EPC assessments.
2. **Conducting Assessments:** Property details and other relevant data are utilised to perform accurate EPC assessments.
3. **Compliance and Legal Requirements:** Data is retained to comply with audit, accreditation, and government regulations.
4. **Communication:** We use your contact information to send reminders, updates, and necessary communications related to the assessment.
5. **Payment Processing:** Payment details are securely handled through Stripe.

Who We Share Your Data With

We share your data with the following third parties:

1. **Payment Processors:** We share payment details with Stripe for secure payment processing. Stripe's privacy policy can be found here: <https://stripe.com/gb/privacy>.
2. **Regulatory Bodies:** We may share data with relevant regulatory authorities to comply with legal and regulatory requirements.
3. **Service Providers:** We use third-party service providers to assist in the operation of our services, including:
 - **Microsoft Forms:** For collecting data through online submissions.
 - **Appointedd:** For managing and scheduling appointments.
4. **Spam Detection Services:** Visitor comments may be checked through an automated spam detection service.
5. **Email Provider:** Our email provider handles email correspondence. Even though the data is encrypted and they should not access it, they are involved in processing communications.



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How Long We Retain Your Data

We retain your data for varying periods depending on the type of information and legal requirements:

1. **Comments:** If you leave a comment, the comment and its metadata are retained indefinitely. This allows us to recognise and approve any follow-up comments automatically.
2. **Registered Users:** For users that register on our website (if any), we store the personal information provided in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.
3. **EPC Assessment Data:** Data collected for EPC assessments, including pre-assessment questionnaires, property details, and related certificates, is retained for 15 years in line with audit, accreditation, and government requirements.
4. **Tenant Information:** Tenant details (first name and phone number) collected with permission are deleted after the appointment.
5. **Email Correspondence:** Emails and the information contained therein are retained as long as necessary to respond to inquiries or fulfil legal obligations.

What Rights You Have Over Your Data

You have the following rights regarding your personal data:

1. **Deletion:** You can request that we delete your personal data, subject to legal and regulatory obligations.
2. **Restriction:** You can request that we restrict the processing of your personal data in certain circumstances.
3. **Objection:** You can object to the processing of your personal data in specific situations.
4. **Data Portability:** You can request the transfer of your personal data to another service provider.

To exercise any of these rights, please contact us at info@bookmyepc.co.uk.



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How We Protect Your Data

We implement a variety of security measures to ensure the safety of your personal information:

- **Full Drive Encryption:** All data at rest is protected through full drive encryption, ensuring that stored data is secure.
- **Cloudflare Zero Trust and WARP Gateway Encryption:** We use Cloudflare Zero Trust and the enterprise WARP gateway encryption on all devices. This ensures that all traffic is encrypted and securely sent to the nearest Cloudflare data center, protecting against snooping and unauthorised access.
- **Encryption for Data in Transit:** We use MASQUE and TLS 1.3 with FIPS compliant cipher suites to encrypt data in transit, ensuring that information is protected during transmission.
- **Firewalls:** Both software firewalls and Firewall-as-a-Service (FWaaS) solutions are implemented to protect devices, the email system, and our website from unauthorised access and threats.
- **Data Backup and Recovery Plan:** Regular backups are conducted to ensure data integrity and availability. In the event of data loss, we have procedures in place for recovery.
- **Logging and Monitoring:** We maintain logging and monitoring of access to sensitive data to detect and respond to any suspicious activities promptly.
- **Secure Password Management:** We enforce secure password practices, including minimum length, complexity requirements, and the use of password managers.
- **Two-Factor Authentication (2FA):** We employ two-factor authentication for all critical systems, adding an extra layer of security to user accounts.
- **FIDO Keys:** In addition to 2FA, our booking system, emails, and payment gateway are protected with FIDO (Fast Identity Online) keys, providing a highly secure method of authentication.



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Data Breach Procedures

In the event of a data breach, we follow the procedures set out by the Information Commissioner's Office (ICO):

1. **Detection and Investigation:** Upon discovering a data breach, we immediately investigate to understand the scope and impact.
2. **Containment and Recovery:** We take steps to contain the breach and mitigate any harm. This may include isolating affected systems and restoring data from backups.
3. **Assessment of Risk:** We assess the potential risks to individuals whose data may have been compromised.
4. **Notification:** If the breach is likely to result in a high risk to individuals' rights and freedoms, we notify those affected and the ICO within 72 hours of becoming aware of the breach. The notification includes information about the nature of the breach, the likely consequences, and the measures taken to address it.
5. **Review and Improvement:** After handling the breach, we review our policies and procedures to prevent future incidents.

Third Parties from Whom We Receive Data

We do not receive personal data from third parties other than those directly involved in our service provision, such as payment processors and booking systems.

Automated Decision Making and/or Profiling

We do not engage in automated decision making or profiling with user data.

Industry Regulatory Disclosure Requirements

We comply with all applicable industry regulations regarding data protection and privacy.