Privacy Notice
Power Up Oxfordshire delivered by RetrofitWorks Limited

1. Introduction and contact details

This Privacy Notice tells you what to expect us to do with your personal information when you participate in the **Power Up Oxfordshire** ("the Scheme").

Contact details:

Email: dataprotection@retrofitworks.co.uk

2. What information we collect and why

We may collect and process the following categories of personal data to provide the Power Up Oxfordshire Scheme to you:

- Name, property address, email address, and telephone number
- Property ownership and property characteristics
- Energy performance data and technical survey information
- Installation specifications and installation records, including photographs or video recordings
- Communications relating to your participation in the Scheme

We collect or use the following personal information for information updates or marketing purposes:

- Name, address, email address, and telephone number
- Marketing preferences

3. How we use your information

Your personal data may be used to:

- Register you for the Scheme and administer participation
- Generate guidance on renewable system sizing and pricing
- Arrange technical home surveys and installer appointments
- Quality assurance checks
- Monitor programme delivery, compliance, and funding reporting
- Meet legal, contractual, and regulatory obligations

4. Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the right of access.
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.
- Your right to erasure - You have the right to ask us to delete your personal information. Read more about the right to erasure.
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.
- Your right to object to processing - You have the right to object to the processing of your personal data. Read more about the right to object to processing.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. Read more about the right to data portability.
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

5. Lawful basis for processing

Our lawful basis for collecting or using personal information to provide and improve the Power Up Oxfordshire scheme is:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for information updates or marketing purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

6. Where we get personal information from

- Directly from you

7. How long we keep information

Personal data will be retained only for as long as necessary to deliver the Scheme, administer public funding, meet statutory reporting requirements, and comply with legal obligations. Retention periods are determined in accordance with funding-body and regulatory requirements.

8. Sharing your information

Your personal data may be shared with:

- Approved technical survey providers, installation contractors, and delivery partners involved in Scheme delivery
- Government departments, funding bodies, auditors, or regulators where required for compliance and reporting
- Professional advisers where legally required

All sharing is conducted under formal data-sharing agreements and appropriate security safeguards.

9. How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

ICO Head Office
4th Floor, No.3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL

Helpline number: 0303 123 1113

Website: https://www.ico.org.uk/make-a-complaint

Last updated: 5th November 2026