

About Efficiency for Access

Efficiency for Access is a global coalition working to promote high-performing appliances that enable access to clean energy for the world's poorest people. It is a catalyst for change, accelerating the growth of off-grid appliance markets to boost incomes, reduce carbon emissions, improve quality of life, and support sustainable development.

Efficiency for Access consists of 20 Donor Roundtable Members, 19 Programme Partners, and more than 30 Investor Network members. Current Efficiency for Access Coalition members have programmes and initiatives spanning 62 countries and 34 key technologies.

The UK's Energy Saving Trust coordinates the Efficiency for Access Coalition together with CLASP, an international appliance energy efficiency and market development specialist not-for-profit organisation. In coordinating the Efficiency for Access coalition, we facilitate knowledge sharing, activity coordination, and broader engagement with, and support to, key market stakeholders in the nexus of energy efficiency and access.

The Low Energy Inclusive Appliances programme is Efficiency for Access' flagship initiative.

The Efficiency for Access Research and Development (R&D) Fund aims to accelerate the availability, affordability, efficiency, and performance of a range of appliances that are particularly suited to developing countries and promote social inclusion.

To contact our data protection officer please write to:

Address: Energy Saving Trust, 223-231 Pentonville Road, London, England, N1 9NG

Email: DataProtectionOfficer@est.org.uk

When we collect data from you

When Energy Saving Trust collects information about you, your personal data will only be processed where there is a lawful basis for doing so. Most commonly, we will process your information:

- When it is necessary to fulfil our own legitimate interest of assessing and administering your R&D Fund application
- When it is necessary to fulfil our own legitimate interest of carrying out monitoring, analysis and evaluation of your application
- When it is necessary to fulfil our own legitimate interest of assessing customer satisfaction
- When it is necessary to fulfil our own legitimate interest of maintaining your user profile on R&D Fund portal
- When we obtain your consent to send you newsletters, and other promotional communications

What information we will collect about you

We might collect:

- contact information (e.g. name, postal address, email, telephone)
- information about your organisation
- information about your project, including any potential follow-on outcomes

Some of this information may, in some cases, be considered as not being personal data, e.g. information purely about your organisation or its projects.

Why we ask for this information

We only ask for your information where we have a lawful basis for doing so. Most commonly, we will process your information to:

- respond to requests, enquiries and complaints received from you

- contact you about services requested by you
- evaluate customer satisfaction and collect feedback
- keep our records up to date

We will ask for information about your organisation and your project(s) so that we can:

- assess your application to access our R&D Fund
- where successful, administer funding to you
- monitor, analyse, and evaluate your funding application

Where we collect information about you

We will collect your personal data directly from you through the course of your interaction with our website, application forms, and any other correspondence with us.

Sharing information about you

We sometimes use other companies and organisations (third parties) to process personal information for us. For example, we use third parties to:

- maintain our IT systems
- carry out research
- Undertake review and evaluations of your project application

Some of your information may be shared:

- with CLASP, as co-implementers of the LEIA programme
- with our coalition partners, so that they can support the LEIA programme
- with our funders, so they can evaluate the progress and success of the LEIA programme

Direct marketing

Energy Saving Trust will only send you direct marketing information if you have agreed to receive this information when you provided your contact details, or when you have specifically asked us to send you direct marketing.

You have the right to stop us using information about you for direct marketing purposes. You can do this at any time even if you previously consented to receive direct marketing. If you wish to change your marketing settings, either select the link included in emails or [contact us](#) directly to let us know. We will change your setting as soon as we are able and at least within 28 days.

Google Analytics advertising

Energy Saving Trust may use any of the following Google Analytics advertising features:

- Remarketing – this enables Energy Saving Trust to display advertising to visitors on our website as they move to other sites
- Display Network Impression Reporting – Energy Saving Trust can use this to understand the impact of adverts displayed on other sites. We will be able to see when someone views an advert elsewhere and then later visits Energy Saving Trust's website
- Demographics and Interest Reporting – this allows us to obtain anonymous information about the users of our website. For example, we will be able to see how many visitors we had to our site in a particular age range. Find out more about [how Google obtains this information](#)

How long we will keep your information

Energy Saving Trust will keep your information for:

Contact information

We keep your contact information in line with legislation and statutory guidelines relevant to your relationship with us, and in any case for no

longer than seven years from your last active contact with us. All records are destroyed confidentially once their retention period has been met, and Energy Saving Trust has made the decision that the records are no longer required.

Financial records

Where you have been successful in your application for funding, we will keep those records for the length of the loan and an additional seven years.

Your rights

Under data protection law, you have rights with regards to the personal data we hold and use about you:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

More information on your rights can be found in our full privacy policy [here](#).

If you have any questions or concerns about how we use your personal data, please contact our Data Protection Officer at DataProtectionOfficer@est.org.uk.

If you feel that we have not responded appropriately you any requests in relation to your rights, you have the right to complain to the Information Commissioner's Office.