

Privacy Notice- Voice of the Customer Survey

General statement - We respect your privacy

The Sustainable Energy Authority of Ireland (“SEAI”) fully respects your right to privacy. This Privacy Notice (“Notice”) is intended to help you understand what Personal Data SEAI collects about you, why we collect it, what we do with it, who we may share it with and how we protect it. When we talk about “Personal Data” in this Notice, we mean any information relating to you, either directly or indirectly.

This Notice also details the rights available to you in relation to how we hold and use your Personal Data, how to exercise those rights, and what to do if you require more information or wish to make a complaint.

Who is responsible for your information

SEAI is responsible for your information.

This Notice applies to SEAI, a public authority established under the Sustainable Energy Act 2002, located at Three Park Place, Hatch Street Upper, Dublin 2, D02 FX65.

If you want to get in touch and seek to exercise your rights as described below, please contact us at dataprotection@seai.ie

Purpose of Processing

SEAI Customer Surveys will be generated to assess customer satisfaction and loyalty. Customer feedback will be used to implement change and improve the overall customer experience. These surveys will be issued via email, SMS and webchat asking customers to submit feedback on their experience.

Legal Basis for Processing

- Processing is necessary as it is a public task carried out in the public interest'

Data Subjects

- Homeowners
- Installers
- Assessors
- Public

Information Processed

- First Name
- Phone Number
- Email Address
- Feedback information given

The following shall receive your information for reasons outlined below:

Recipient	Reason
trustMinder	Generates surveys to produce customer insights by capturing customer data and processing it on behalf of SEAI.
Business Process Outsourcing (BPO)	Analysing customer insights to drive change and improve the overall customer experience.
SEAI Programmes	The different SEAI programmes will review customer insights and implement change to improve customer experience.

Details of Data Transfers Outside the EU

This does not apply to this process.

Automated Decision Making

This does not apply to this process.

Retention Period for Data

The Personal Data outlined in the information processed will be retained for 90 days.

After the 90 days, the system will automatically delete the personal data from its platform once the purpose of the processing has been served.

Your GDPR Rights in Relation to this Process

Right	Explanation
Access	You can request and receive access to the information requested in the process at any time.
Portability	You can request and receive a copy of this data, in electronic/transferable format, at any time
Erasure	You can request the data held be erased. We have outlined the anticipated retention period above.
Rectification	You can have any incorrect information, due to this being updated or otherwise, to be corrected.
Objection	You can object to this information being processed
Complain	You can make a complaint to our internal Data Protection Officer (contact details outlined below) and/or make a complaint to the relevant supervisory authority – Data Protection Commission in Ireland.

Contact Details

Name: Data Protection Officer

Email: dataprotection@seai.ie

This Privacy Notice was updated September 2020