

Privacy Notice

Privacy Notice – Cosy Homes Oxfordshire

May 2026

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [How to complain](#)

Contact details

Telephone: 0330 123 1334

Email: dataprotection@retrofitworks.co.uk

What information we collect, use, and why

We collect or use the following information to **provide and improve products and services for clients:**

- Names and contact details
- Addresses

We collect or use the following personal information for the **operation of client or customer accounts:**

- Names and contact details
- Addresses

Recipients of Data

If you enter into a contract with us for a Whole House Plan, we will share your data with E8 Property Services who will undertake the Retrofit Assessment.

We will also share your address and assessment data with Cotality as part of the use of their software to analyse your property data used within our Whole House Plan.

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 in brief set out 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](#)
- **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](#)
- **Your right to erasure** – You have the right to ask us to delete your personal information. [Read more](#)
- **Your right to restriction of processing** – You have the right to ask us to limit how we can use your personal information. [Read more](#)
- **Your right to object to processing** – You have the right to object to the processing of your personal data. [Read more](#)
- **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](#)
- **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](#)

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.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

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

Our lawful bases for collecting or using personal information for the **operation of client or customer accounts** are:

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

Where we get personal information from

- Directly from you

How long we keep information

For detailed information about our data retention schedule, please contact us directly to view a copy.

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.

ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

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