

GDPR – INDIVIDUAL’S RIGHTS

You have a number of rights in relation to your personal data that we process as a result of your use of our website which are set out below:

YOUR RIGHT	WHAT THIS MEANS
Access	<p>You can ask us to:</p> <ul style="list-style-type: none"> confirm whether we are processing your personal data, give you a copy of that data, provide you with other information about your personal data such as what data we have, what we use it for, who we disclose it to, whether we transfer it abroad and how we protect it, how long we keep it for, what rights you have, how you can make a complaint, where we got your data from and whether we have carried out any Automated Decision Making or <u>Profiling</u>, to the extent that information has not already been provided to you in this Notice.
Rectification	<p>You can ask us to rectify inaccurate personal data. We may seek to verify the accuracy of the data before rectifying it.</p>
Erasure	<p>You can ask us to erase your personal data, but only where:</p> <ul style="list-style-type: none"> It is no longer needed for the purposes for which it was collected, or You have withdrawn your consent (where the data processing was based on consent), or Following a successful right to object (see 'Objection' below), or It has been processed unlawfully, or To comply with a legal obligation to which RELA is subject. <p>We are not required to comply with your request to erase your personal data if the processing of your personal data is necessary:</p> <ul style="list-style-type: none"> For compliance with a legal obligation, or for the establishment, exercise or defence of legal claims. <p>There are certain other circumstances in which we are not required to comply with your erasure request, although these two are the most likely circumstances where we would deny that request.</p>
Restriction	<p>You can ask us to restrict (i.e. keep but not use) your personal data, but only where:</p> <ul style="list-style-type: none"> Its accuracy is contested (see Rectification), to allow us to verify its accuracy, or The processing is unlawful, but you do not want it erased, or it is no longer needed for the purposes for which it was collected, but we still need it to establish, exercise or defend legal claims, or You have exercised the right to object, and verification of overriding grounds is pending. <p>We can continue to use your personal data following a request for restriction, where:</p> <ul style="list-style-type: none"> We have your consent (for example to process a claim), or To establish, exercise or defend legal claims, or To protect the rights of another natural or legal person, or To comply with a legal obligation to which RELA is subject.
Portability	<p>You can ask us to provide your personal data to you in a structured, commonly used, machine-readable format, or you can ask to have it 'ported' directly to another Controller, but in each case only where:</p> <ul style="list-style-type: none"> The processing is based on your consent or the performance of a contract with you; and

YOUR RIGHT	WHAT THIS MEANS
	<ul style="list-style-type: none"> The processing is carried out by automated means.
Objection	<p>You can object to any processing of your personal data which has our 'legitimate interests' as its legal basis (see Section 5), if you believe your fundamental rights and freedoms outweigh our legitimate interests.</p> <p>Once you have objected, we have an opportunity to demonstrate that we have compelling legitimate interests which override your rights and freedoms.</p>
Automated Processing	You have the right not to be subjected to a decision which is based solely on automated processing (including profiling) of your personal data and which has legal consequences or similarly significantly effects on you.
Right to Withdraw Consent	Where we rely upon your consent as the lawful basis for collecting and using your personal data, you have the right to withdraw your consent.
International Transfers	You can ask to obtain a copy of, or reference to, the safeguards under which your personal data is transferred outside of the European Economic Area. We may redact data transfer agreements or related documents (i.e. obscure certain information contained within these documents) for reasons of commercial sensitivity.
Supervisory Authority	You have a right to lodge a complaint with your local Supervisory Authority about our processing of your personal data. In the UK, the Supervisory Authority for data protection is the ICO (https://ico.org.uk/). We do ask that you please attempt to resolve any issues with us first, although you have a right to contact your Supervisory Authority at any time.

To exercise your rights please contact:

DPO@tmhcc.com

Data Protection Officer
Renewable Energy Loss Adjusters
155 Fenchurch Street
London
EC3M 6AL

Please note the following if you do wish to exercise these rights:

- **Identity.** We take the confidentiality of all records containing personal data seriously, and reserve the right to ask you for proof of your identity if you make a request.
- **Fees.** We will not ask for a fee to exercise any of your rights in relation to your personal information, unless your request for access to information is unfounded, repetitive or excessive, in which case we will charge a reasonable amount in the circumstances. We will let you know of any charges before completing your request.
- **Timescales.** We aim to respond to any valid requests within one (1) month unless it is particularly complicated or you have made several requests, in which case we aim to respond within three (3) months. We will let you know if we are going to take longer than one (1) month. We might ask you if you can help by telling us what exactly you want to receive or are concerned about. This will help us to action your request more quickly.
- **Exemptions.** Local laws, including in the UK, provide for additional exemptions, in particular to the right of access, whereby personal data can be withheld from you in certain circumstances, for example where it is subject to legal privilege.
- **Third Party Rights.** We do not have to comply with a request where it would adversely affect the rights and freedoms of other data subjects.