



Solutions to Tackle Energy Poverty: STEP

STEP is a European project funded by the Horizon 2020 fund lasting from June 2019 to May 2022. The project aims to make energy more affordable by helping people reduce their energy bills. We will do this by providing energy advice and training. This includes advice on how to apply for grants and financial support schemes, how to get the cheapest deals and how to be more energy efficient at home.

This activity will lead to:

- Savings in energy bills and better value for energy used
- Lower carbon emissions, helping tackle climate change
- More comfort in homes, improving health and well-being.

The project will also call for better energy saving policies and more schemes to help make energy more affordable.

How we will use your data

- To provide you with advice we will ask you to give us permission to store certain pieces of information including your contact details. These data will be held securely in our Casebook system. Full details of how we manage your data can be found [here](#)
- For the STEP project we will also ask if you are willing to take part in our research. This will help us to understand how advice supports clients and the impact it has on finances, health, wellbeing, energy usage and comfort.
- Please note that you do not have to take part in the research to receive advice.
- We will ask you to complete some short research surveys before and some months after you have received advice. These will help us understand who you have implemented the advice received and the impact this had on your energy costs, your health and home comfort.
- Your data will be securely stored at the Citizens Advice Reading, pseudonymised and then securely shared only with the project partners. The processing of the pseudonymised data will be done by ADE Research who will analyse the total energy savings achieved by the project.
- The overall energy savings of the project and impact on health and well-being will be published on the project's website www.stepenergy.eu
- The data will be kept for 5 years after the end of the project as requested by the European grant financing the project. This means data will be kept until 1 June 2027 after which it will be deleted.

The STEP project Consortium is committed to privacy and security in the processing and maintenance of your personal data. You have the right to access, rectify, update, or delete your personal data, as well as the right to object to the processing of your data and withdraw consent and the right to data portability, by contacting Citizens Advice Reading at ceo@citizensadvicereading.org, at any time and free of charge. For any additional information on the project please also contact your national correspondent.



Data Protection Officer (DPO)

The data protection officer in charge of processing the data that you can contact at national level for the STEP project is: Chief Executive Officer, Citizens Advice Reading, ceo@citizensadvicereading.org

Your data protection rights

Please find below your rights according to GDPR legislation concerning your data.

- Right of access – You have the right to have access to the personal data we hold about you and to obtain a copy.
- Right to rectification – You have the right to rectify the personal data we have about you if it is inaccurate.
- Right to erasure – You have the right to erase the personal data we have about you.
- Right to restriction of processing – If you believe the personal data we have is not accurate or that we are not using it lawfully but do not want to simply ask that we delete it straight away, you have the right to ask us to stop using the data while we sort out the problems.
- Right to data portability – You have the right to receive the data that you have provided in a commonly used format, so you can take it somewhere else if you wish.
- Right to object – You have the right to object to the use of your data for marketing purposes at any time. Note that we do not use your data for marketing in any way!
- Right to lodge a complaint – If you believe your rights are not being respected and your data is being used unlawfully, you have the right to lodge a complaint with your national Data Protection Authority, in the UK this is the [Information Commissioner's Office](#)

The following consumer and research organisations are delivering the STEP project: Bureau Européen des Unions de Consommateurs (BEUC) -Belgium, Asociacija Lietuvos Vartotoju Organizacijų Alijansas (ALCO)-Lithuania, Българска национална асоциация Активни потребители (БНААП)- Bulgaria, Citizens Advice Reading (CAR) - UK, Citizens Advice Manchester (CAM) – UK, Citizens Advice Coventry (CAC) - UK, Κυπριακός Σύνδεσμος Καταναλωτών (ΚΣΚ) - Cyprus, Associação Portuguesa para a defesa do consumidor (DECO) - Portugal, dTest (DTEST) - Czech Republic, Federacja Konsumentów stowarzyszenie (FK) - Poland, Latvijas Patērētāju Interesu Aizstāvības Asociācija (LPIAA) - Latvia, Spoločnosť Ochrany Spotrebiteľ'ov (s.o.s.) Poprad združenie (S.O.S) - Slovakia, Association for Decentralised Energy (ADE Research) - UK.

