



PRIVACY POLICY

Version: December 2023

1 Introduction

User-Centred Energy Systems Technology Collaboration Programme (Users TCP) is committed to safeguarding your privacy; in this policy we explain how we will treat your personal information.

2 Collecting personal information

Personal information means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, store and use the following kinds of personal information:

- a) information about your computer and about your visits to and use of the Users TCP website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths);
- b) information that you provide to us when registering for a Users TCP event (including your email address);
- c) information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters (including your name and email address);
- d) information that you provide to us when using Users TCP services, or that is generated in the course of the use of those services;
- e) information contained in or relating to any communications that you send to Users TCP (including the communication content and meta data associated with the communication);
- f) any other personal information that you choose to send to us.

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious beliefs, sexual orientation, private political opinions, trade union membership and information about your health).

Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

3 Using your personal information

You can choose to provide us personal data in the context of registering and subscribing to online newsletters and email updates. This data enables us to provide the services you have requested.

Personal information provided to us will be used for the purposes specified in this policy. We may use your personal information to:

- a) send you information materials on user-centred energy systems topics;
- b) advise you of upcoming events organised by Users TCP or related to our work program;



c) send you email notifications that you have specifically requested;

d) Keep our website secure and prevent fraud.

We will not, without your express consent, supply your personal information to any third party for the purpose of their or any other third party's direct marketing.

4 Opting Out

You can opt out of receiving emails from us at any time by clicking the Unsubscribe button at the bottom of the email or by contacting us. We never knowingly send our material to individuals who have not personally signed up to receive them. If you do receive emails from us without having signed up, please contact us.

5 If you fail to provide personal data

Where we need to collect personal data by law or to provide you with a service you've requested and you fail to provide that data, we may not be able to provide you with that service. In this case, we may have to cancel the service but we will notify you if this is the case at the time.

6 Disclosers of your personal data

We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this policy and with an obligation on them to adhere to the terms of this policy.

We may disclose your personal information to any member of Users TCP insofar as reasonably necessary for the purposes set out in this policy and with an obligation on them to adhere to the terms of this policy.

We may disclose your personal information:

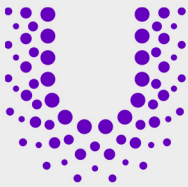
- a) to the extent that we are required to do so by law;
- b) in connection with any ongoing or prospective legal proceedings;
- c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- d) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

Some of the functionality on our website and operations involves us cooperating with, and sharing your Personal Information with, third parties. We have carefully selected these third parties and taken steps to ensure that when we share your Personal Information with them, it is adequately protected. Details about how we process Personal Information in conjunction with third parties is set out below:

Mailchimp – We use Mailchimp to run and operate, but not limited to, our Newsletters and Academy webinars. When visitors to our website sign up by adding their contact details they are then stored and used for promoting and furthering Users TCP's reach via the Newsletter.

For more information on how Mailchimp processes Personal Information, please view the Mailchimp Privacy Policy at: <https://mailchimp.com/legal/privacy/>

Google Analytics – Used strictly for our website to manage basic data on usage, page views, downloads and understand what pages gather more popularity than others. This gives our media team effective oversight on what are our most effective modes of education and give valuable information that influences how we shape and deliver our future content.



For more information on how Google Analytics processes Personal Information, please view Google Analytics Terms of Service at: <https://marketingplatform.google.com/about/analytics/terms/us/>

Zoom – We use the Zoom platform for public and private events including Academy webinars. If you register for any Users TCP event on this platform, personal information you provide may be stored in either Zoom, or the host's, cloud services. Zoom cloud has 'robust and validated access controls' to protect user and guest data.

For more information on how Zoom processes your personal data, please view their Privacy Policy at: <https://zoom.us/privacy>

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

7 Interactions with social networks, platforms and third party websites

Our website may include links to third-party websites, plug-ins and applications, and interactions with social networks and platforms (including, but not limited to X, formerly Twitter, and LinkedIn). The interaction and information obtained through these applications are always subject to the user's privacy settings for each social network. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and platforms and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy statements of every website you visit.

8 International data transfers

Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this policy.

Personal information that you publish on our website or submit for publication on our website may be available, via the internet, around the world. We cannot prevent the use or misuse of such information by others.

9 Retaining personal information

We will only retain your personal data for as long as is necessary to fulfil our legal obligations or for the purposes we collected it for.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

10 Security of your personal information

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees and third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.



We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

The transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping the password you use for accessing our website confidential; we will not ask you for your password (except when you log in to our website).

11 Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

12 Your rights

You may instruct us to provide you with any personal information we hold about you. You may instruct us at any time not to process your personal information for publicity purposes.

In practice, you will usually either expressly agree in advance to our use of your personal information for publicity purposes, or we will provide you with an opportunity to opt out of the use of your personal information for publicity purposes.

13 Updating information

We do our best to keep your data accurate and up to date. If your data changes please contact us so we can make the appropriate changes. If you wish to see what information we hold please get in touch at any time.

14 Amendments

We may update this policy from time to time by publishing a new version on our website. You should check this page occasionally to ensure you are happy with any changes to this policy.

15 Contacting us

This website is owned and operated by the IEA Users-Centred Energy Systems TCP.

You can contact us by emailing the Users TCP Secretariat (admin@userstcp.org)