4E Privacy Policy

Version: 7 October 2026

1 Introduction

4E 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 4E 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 4E event (including your name, email address, organisation and country);
c) information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters (including your name, email address and organisation and country);
d) information that you provide to us when using 4E 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 4E (including the communication content and metadata 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 website 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 or philosophical beliefs, sexual orientation, 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 with 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 energy efficiency topics;
b) advise you of upcoming events organised by 4E or related to energy efficiency.
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.

Legal basis for processing your personal information

We process your personal data under the following legal bases under the UK GDPR and, where it applies to you, the EU GDPR: (a) your consent — where you have signed up to our newsletters, email updates or events; you may withdraw your consent at any time, which will not affect processing carried out before withdrawal; (b) our legitimate interests — to keep our website secure, prevent fraud, and understand how our content is used, provided these interests are not overridden by your rights and freedoms; and (c) compliance with a legal obligation — where the law requires us to process your data. Where we use non-essential cookies, including analytical cookies to understand how our content is used, we rely on your consent.

4 Opting Out

You can opt out of receiving our newsletters and other emails at any time by clicking the 'unsubscribe' or 'manage preferences' link at the bottom of any email or by contacting us. We never knowingly send our marketing 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 Disclosures 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 4E 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);
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 are set out below:

Newsletters (MailerLite) – We use MailerLite to send, and manage subscriptions to, the newsletters of 4E and its EDNA and SSLC platforms. When you sign up for these newsletters, we collect your email address and, where you provide them, your name, organisation and country. We use this information only to send you the newsletters you have chosen and occasional related notices, such as upcoming 4E events or publications.

We process your data on the basis of your consent, which you can withdraw at any time using the "unsubscribe" or "manage preferences" link in every email, or by contacting us at privacy@iea-4e.org. MailerLite stores and processes this data on our behalf and under our instructions; it does

not use it for its own purposes. To help us improve the newsletters, MailerLite records whether emails are opened and which links are clicked.

We keep your details for as long as you remain subscribed, and delete them within 6 months of you unsubscribing. You may ask us at any time for a copy of your data, or for it to be corrected or deleted.

For more information on how MailerLite processes personal data, see the MailerLite Privacy Policy: https://www.mailerlite.com/legal/privacy-policy

Newsletters (CleverReach and Brevo) – the EMSA and PECTA platforms use CleverReach and Brevo to send and manage subscriptions to their platform newsletter. We use these in the same way as the MailerLite platform. For more information on how CleverReach and Brevo process personal information, please review their respective privacy policies: https://www.cleverreach.com/en/privacy-policy/ and https://www.brevo.com/legal/privacypolicy/.

Google Analytics – We use Google Analytics to collect information about how visitors use our website, such as pages viewed, files downloaded and how visitors arrived at the site, so that we can see which content is most useful. Google Analytics uses cookies, which we only set with your consent (see section 11). We do not use it to identify individual visitors.

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 often use the Zoom platform for public and private events. If you register or attend one of these events, the information you provide (such as your name, email address and organisation) and information about your participation (such as attendance and chat messages, and recordings where we tell you in advance that a session is recorded) is processed by Zoom on our behalf, or on behalf of the organisation hosting the event. 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 Third party websites

Our website may include links to third-party websites, plug-ins and applications. 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 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, the UK, the European Economic Area and other countries where we or services providers operate in order to enable us to use the information in accordance with this policy. Where we transfer your personal data outside the UK/EEA — including to service providers such as Google and Zoom in the United States — we ensure an appropriate safeguard recognised under the GDPR is in place, such as the EU–US Data Privacy Framework (and its UK extension) or the European Commission's Standard Contractual Clauses (with the UK International Data Transfer Addendum). You may contact us for further information on the safeguards applied.

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

In some circumstances we may anonymise your personal data for research or statistical purposes, in which case we may use this information indefinitely without further notice to you. For newsletter subscribers, we retain your contact details until you unsubscribe or withdraw consent, after which we remove them from the mailing list and delete them within 6 months, keeping only the minimum needed to make sure we do not contact you again.

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 staff, contractors 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 never completely secure, 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

We use cookies on our website. Strictly necessary cookies are required for the site to function.

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 marketing purposes.

In addition, and in the circumstances provided for by the GDPR, you have the right to: request access to your personal data; request rectification of inaccurate or incomplete data; request erasure of your data; restrict or object to our processing; request the portability of data you have provided to us; and, where our processing is based on consent, withdraw that consent at any time (this will not affect processing carried out before withdrawal). To exercise any of these rights, please contact us using the details in section 15.

International users. 4E is an international programme with subscribers around the world. Wherever you are located, we aim to handle your personal data to the standard set by the UK and EU GDPR. If you are located outside the UK/EEA, you may also have rights under your local data protection law — for example in Australia, Canada, China, Japan, Korea, New Zealand, Switzerland or the United States — and you can contact us to exercise them; we will respond in accordance with the law that applies to you.

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. Where we make significant changes, we will also tell newsletter subscribers by email.

15 Contacting us

This website is owned and operated by 4E TCP Ltd on behalf of the IEA 4E TCP. 4E TCP Ltd is the data controller for the personal information described in this policy. 4E TCP Ltd is a company registered in New Zealand (NZBN 9429051882761).

You can contact us by emailing the 4E TCP Secretariat (privacy@iea-4e.org). For any data protection or privacy request, please mark your message 'Data protection' so we can respond promptly.