

STAKEHOLDER ENGAGEMENT INFORMATION HANDLING



Data Protection

At SPEN, through our stakeholder engagement activities we collect and process a variety of data. Some of that data may be personal to you, including identification and contact information, professional data, language preferences/ requirements and feedback.

Under Data Protection Legislation our lawful basis for processing your personal data is in connection to our legal obligations to engage with stakeholders. Meeting legitimate interests and our regulatory obligations, SPEN collect and process data to communicate and receive feedback for improvements to our services.



01 Sharing Engagement Information

The information provided by SPEN through our engagements will be shared with others, unless explicitly specified otherwise. We can provide materials in different formats where appropriate.

02 Understanding Stakeholders

We will identify and involve all appropriate stakeholders. We will use the information we hold to better understand you and tailor our approach.

03 Recording Information

We may document the process in a number of ways, including taking notes of feedback from stakeholders. Recording this information enables us to develop actions based on your contributions.

04 Providing Updates

Through our engagement activities we gather feedback and develop actions to improve our approach. We will be transparent and explain our decisions, whether we take actions forward or not.

05 Publishing Feedback

When we publish feedback from stakeholders, it will be anonymised with broad categories used to describe the origins, e.g. "Connected Customer". Permission will be explicitly sought for any exceptions.

Thank you in advance for your participation. We value the input from our stakeholders and welcome your feedback.

For more information on how we handle your data, visit:
www.spenergynetworks.co.uk/pages/privacy.aspx

For further information or to unsubscribe from our stakeholder communications, contact:
stakeholderengagement@spenergynetworks.co.uk