

Solar Wizard

Standard Terms and Conditions

G-Cloud 15

January 2026

About CSE

The Centre for Sustainable Energy (CSE) is an independent national charity, established in 1979 to tackle climate change and end the misery of cold homes. We undertake practical work to support households and communities to take action on energy, alongside original research and analysis to inform local and national policy.

Our Research team has extensive experience of data modelling and of creating web-based tools including the London Heat Map, the National Housing Model, the Impact community carbon calculator and the THERMOS tool (used by DESNZ to identify heat network zones across the UK).

Solar Wizard terms and conditions.

These terms and conditions are designed to protect both CSE and the user by setting out fair and sensible expectations for the use of the product. If your organisation is unable to sign this agreement as written, we are happy to work with you to find a mutually acceptable solution.

By using Solar Wizard, you acknowledge and accept these terms and conditions:

1. The service

- 1.1. All use of the Solar Wizard is subject to these terms and conditions.
- 1.2. We will take reasonable steps to ensure that the Solar Wizard is available to you. However, we are not providing any warranty, guarantee, or representation of any kind. Solar Wizard is provided as is, and as available. We do not warrant that the Solar Wizard is error free or that you will be able to operate it without problems or interruptions.
- 1.3. We may update any of the algorithms that comprise the Solar Wizard at any time, and do not guarantee consistency with previous versions.
- 1.4. You assume sole responsibility for results and conclusions obtained from your use of the Solar Wizard. We take no responsibility for, and make no guarantee of the accuracy of, any of the outputs from the Solar Wizard: you are responsible for ensuring that the outputs are fit for whatever purpose you may have. We shall have no liability for any losses resulting from any use of the Solar Wizard.
- 1.5. We will provide one week's notice to the named local authority contact for scheduled maintenance. We will let you know how long we expect the tool to be offline and will aim to re-deploy outside of working hours. Unscheduled maintenance will be dealt with as 'best effort' in terms of timing.
- 1.6. In the event of a technical fault, we will endeavour to restore the service within 7 days using the most recent available data backup.
- 1.7. Any bugs identified should be reported using the solar@cse.org.uk email address. We will consider all bug reports, but we will not be obliged to take any action in response.

- 1.8. You may provide suggestions, comments or other feedback regarding the Solar Wizard, but we will not be obliged to take any action in response.
- 1.9. Publication of any results which have involved the use of the Solar Wizard is done entirely at the user's risk. Any work produced as a result of your use of the Solar Wizard, (including, for example an academic publication or commercial report) which incorporates or references outputs from the Solar Wizard, must contain the following acknowledgement:

This work uses results from the Solar Wizard online tool, created by the Centre for Sustainable Energy.

The Solar Wizard provides easy, quick and independent predictions about the viability for solar PV to accelerate decision making and investment planning.

For more information about the Solar Wizard contact the Centre for Sustainable Energy:

<https://www.cse.org.uk> and solar@cse.org.uk.

- 1.10. User support will be provided primarily via your account manager and in the form of online drop-in training/FAQ sessions. Unless you have made separate arrangements, no user-support is available to non-account holders.

2. User Subscription Fees and Levels of Access

- 2.1. No subscription is required in order to use the single building version of the Solar Wizard. This is freely available to all users.
- 2.2. An annual fee is charged to set up and maintain the map-based interface for a local authority area and to cover provision of basic user support. This includes making the map interface publicly accessible and providing access to additional features for a limited number of account holders (expected to be LA staff and their contractors or other nominated users).
- 2.3. Fees are set in bands, based on the number of buildings within the area boundary for which LiDAR data is available, and will be reviewed on an annual basis.
- 2.4. Access to the map-based interface is subject to Ordnance Survey licensing restrictions. The data within the mapping interface is shared under the terms of the local authority's Private Sector Geospatial Agreement (PSGA). Responsibility for appropriate use of the data under this licence falls to the local authority. CSE is not liable for royalties or fines incurred by others as a result of their improper use of the data.
- 2.5. Under the terms of the OS PSGA the purchase of Solar Wizard must contribute to the organisations core purpose and the data may not be used for commercial purposes.
- 2.6. CSE will meet the security protocols set out within the Ordnance Survey PSGA Members Licence.

3. User Data

- 3.1. The Solar Wizard tool processes very little personal data. To the extent that it does, we will at all times comply with data protection laws.
- 3.2. The information you can enter into the tool is limited to property addresses and parameters for analysis of groups of buildings.
- 3.3. We log information about the buildings that have been accessed in Solar Wizard. This is a requirement of our use of Ordnance Survey and Royal Mail data. In practice this means we record the details of any buildings that have been accessed by users without a PSGA licence. We also keep a record of every address that is shown in Solar Wizard to any user but keep no record of which user accessed which address.
- 3.4. A session cookie will be stored on your computer when you access the tool. This is used to keep you logged in. You can read more about our use of cookies and customise your cookie preferences within the tool using the blue icon in the bottom left of the screen.
- 3.5. In addition, Solar Wizard uses other cookies commonly found on websites – and used on all CSE's other sites – that allow us to anonymously record statistics such as visitor numbers, pages visited, the time spent on the site and so on. We do this through Google Analytics.
- 3.6. To the extent that we act as a processor of personal data on your behalf, we shall:
- 3.7. process personal data only in accordance with these terms and conditions, or on your documented instructions.
- 3.8. implement appropriate measures to protect against unauthorised or unlawful personal data processing and against accidental loss or destruction of or damage to your personal data.
 - a) ensure that anyone authorised by us to process your personal data have committed themselves to confidentiality or are under an appropriate statutory or common law obligation of such.
 - b) provide reasonable assistance in responding to any request from a data subject and ensuring your compliance with your obligations under data protection laws.
 - c) notify you without undue delay on becoming aware of a personal data breach.
 - d) at your choice, delete or return personal data to you after the end of the provision of services relating to processing and delete existing copies unless otherwise required by applicable law.
 - e) maintain records to demonstrate our compliance with our data protection obligations under these Terms and make these available to you on reasonable request, and allow for and contribute to audits to assess our compliance.

4. Data Security

- 4.1. All data in the Solar Wizard is stored in a physical server on site at CSE. We keep this server updated and secured to reasonable commercial standards. Server access is restricted to those individuals who need access in order to manage the system.
- 4.2. All communications to the server are encrypted, so an attacker with access to the network infrastructure between your computer and the server would not be able to view the data transmitted.
- 4.3. Your data is not encrypted at rest on the server, so an attacker who gained privileged access to the machine could view all data.

5. Removing Your Data

- 5.1. To remove your data from our server you must contact solar@cse.org.uk

6. General

- 6.1. You cannot assign, transfer, charge, sub-contract any of your rights or obligations under these Terms without us agreeing with you first.
- 6.2. We may assign, transfer, charge, sub-contract or deal in any other manner with all or any of our rights or obligations under these Terms.
- 6.3. These Terms and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales and you agree that the courts of England and Wales shall have exclusive jurisdiction.