

Privacy Policy/Data Protection Notice for Users of IEA Websites

Updated on 18 March 2025

The IEA is committed to protecting the personal data of users of its websites, which are an essential tool for advancing our mission and programme of work.

This privacy policy describes the types of personal data we collect over the IEA websites, how we use it, who has access and for how long. It also provides information on the rights provided to website users under the [OECD's data protection rules](#) (the IEA being an autonomous body within the framework of the OECD). Some activities supported by our websites are further subject to specific data protection notices.

How we collect and use personal data

We collect personal data through the use of our websites in two ways: data you directly provide to us and data generated by your activity on the websites.

Data you directly provide.

You can choose to provide us personal data in the context of registering, making purchases, interacting with any AI agents (such as WEO GPT) and subscribing to online newsletters and email updates. This data enables us to provide the services you have requested, to analyse, maintain and/or improve our tools and information services, protect the security of our systems and contact you for feedback in order to enhance/improve our tools and services. For example,

- When purchasing, or before downloading products from the IEA webstore, you are required to create an account. You are asked to provide the following personal information: first and last name, email address, phone, organisation name (if relevant), password, country and sector of activity.
- If you choose to make a purchase, at checkout you are also requested to provide a billing address, shipping address and phone number. If you choose to pay by credit card, you are then redirected to the bank webpage to complete your order by providing the relevant payment information to the bank directly. Please see below a further reference to payment processing.
- If you wish to subscribe to email newsletters and updates, you are asked to provide your email address, or to let us know at the time you create your account.
- When you choose to interact with any AI agent, we collect any personal data you choose to provide in the query/prompt to the AI Agent (noting that no personal data is required nor requested in order to use our AI agents). We also collect information regarding the use of the AI agent such as the date and times of a user session, the user's query, the agent's response to the user and the city, country and region where a use session originates.

Data generated by your activity.

In order to ensure the effective functioning and security of our websites and to better understand visitor behavioural patterns, as you browse our websites we automatically recognise, collect and store:

- Log information such as the pages you visit, the time/date and duration of your visit as well as your internet protocol (IP) address.
- Device and software information such as the type of browser and operating system (if provided by the browser), the URL of the referring page (if provided by the browser), the page or file requested, the completion status of the request, and, in some cases, the username and password.

This information is collected through the use of various technologies, including cookies which are small text files stored in your browser. If you have registered and are logged-in, your browsing activity is linked to your user credentials (username and password) so that we can personalise your experience on our websites, including for future visits.

Access and storage

In general, access to your personal data is limited to appropriate staff within the IEA. In some circumstances we make your data available to [third parties outside the IEA](#) who provide services to help us with activities mentioned in this notice (or you provide some of your data directly to a third party), such as:

- CRM functionality: We transfer the personal data that you provide to us when creating an IEA webstore account to a third-party provider of a Customer Relationship Management (CRM) solution to streamline the administration involved in our customer transactions. In such case, the personal data is stored in a Europe-based datacentre.
- Payment processing: We use a third-party service to process online payments; you provide your payment information directly to the third-party provider.
- Email campaigns: If you have registered for email updates, we provide your email address only to the third-party who sends bulk emails on our behalf.
- AI agents: The provider of the AI application underlying any chatbots available on our website (such as WEO GPT) may collect and store in a Europe-based datacentre certain data as set out above.
- Analytics: We use an analytics service to help us understand visitor behaviour by allowing the service to access the data generated by your activity and store it using cookies. This data is produced in an anonymous way and does not identify any individual visitors.

We encourage you to review the relevant third party privacy policies when visiting their websites. The automatically collected information on IEA websites is retained for a maximum period of two years but usually no more than 6 months.

The personal information you register on the IEA webstore is deleted after a three-year period of inactivity on your part (e.g. no purchases, downloads or subscriptions).

You can unsubscribe from email newsletters and updates at any time. However, your email address is retained indefinitely to better ensure that we do not continue to email you if you have unsubscribed.

Links to other websites

Where we provide links to websites of other organisations or entities, this privacy policy does not cover how they process personal data. For example, we link to our profiles on a number of social media platforms such as Twitter, LinkedIn, YouTube and Facebook. We encourage you to read the privacy notices of any other websites you visit.

How to contact us or exercise your rights

Under the OECD's data protection [rules](#), you have rights to access and rectify your personal data, as well as to object to its processing, request erasure, and obtain data portability in certain circumstances. To exercise these rights in connection with your use of this website please contact webstore@iea.org.

If you have further queries or complaints related to the processing of your personal data, please contact the [Data Protection Officer](mailto:dpo@oecd.org) [dpo@oecd.org]. If you need further assistance in resolving claims related to personal data protection you can contact the [Data Protection Commissioner](mailto:dpc@oecd.org) [dpc@oecd.org].

Previous versions:

- 15 April 2020