

Privacy Notice for Sustainable Warmth Competition



Nottingham City Council Information Compliance

Service Area: Midlands Energy Hub
Directorate: Carbon Reduction, Energy and Sustainability
PN-243

March 2022

This privacy notice relates to the delivery and administration of the Sustainable Warmth Competition (the Scheme); a government funded scheme aiming to raise the energy efficiency of low energy performance homes (especially those rated at EPC Band E, F or G). The Government funding is provided to Local Authorities who set up arrangements for consumer engagement and the delivery of installations in homes. The following organisations are separate data controllers who are processing your personal data under this scheme:

- The Midlands Energy Hub (MEH) are part of Nottingham City Council. MEH will use your data for funding compliance and reporting on the Scheme to the funding provider BEIS (Department for Business, Energy and Industrial Strategy)
- Your Local Authority (Bromsgrove District Council/ Redditch Borough Council as applicable) will collect and use your data for funding compliance and reporting on the Scheme to the funding provider BEIS (Department for Business, Energy and Industrial Strategy)
- Customer Journey Support (Act on Energy) will collect your data in order to confirm eligibility for the Scheme, provide customer support and advice about energy efficiency, and if eligible, refer your details into the relevant local authority scheme to enable a survey and installation to take place.

When we process personal information relating to you, we will only do so when it is necessary and where we have a lawful reason to do so. We will use the information provided by you for a number of reasons, depending on the service or reasons for interacting with you. When we process your personal information, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

What personal information will the data controllers process?

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above relates to your:

- Address and details of property receiving the energy efficiency or low-carbon heating installation(s) under the Scheme
- Details about the installation(s) installed at the property under the Scheme, including type, size and cost
- Contact address (if not the property receiving the installation(s))
- Address and details of property offered, but not receiving, installation(s) under the Scheme
- Your name
- Household income and any other scheme eligibility information
- Any financial contribution (if a landlord) you have made towards the installation(s) under the Scheme
- Email address
- Phone number

Lawful basis for processing

The basis under which we use your personal information for the purposes of administering the Scheme is that this is necessary for the performance of a task carried out in the public interest by the Council or in the exercise of official authority vested in the Council. BEIS also rely on your consent to contact you to take part in further research.

Will my information be shared with other organisations or used for other purposes?

The data controllers will only share your personal information with other departments within their organisations and with other organisations when it is necessary to provide the services to you, and when we have a lawful reason to do so. The data controllers may also share your information when we are obliged to by law.

In relation to the Scheme, the data controllers will share your personal information with each other and with the following organisations:

- BEIS
- Act On Energy
- Installers or assessors of energy efficiency measures appointed by your Local Authority
 - Surefire Management Service and their subcontractors
 - Novus Property Services and their subcontractors including specialist retrofit contractors Energy Specifics/Compliance Specifics

The information provided by you may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/>

The information will only be used for another purpose where it is lawful to do so.

Do I have to provide the information?

You are **not** obliged by statute to provide the information that is specified here. However, if you do not provide the information we will not be able to assess you for eligibility or administer the Scheme to your property.

How long will the Council retain the data for?

The information that you have provided will be kept for 10 years. This is to provide ongoing support for the Scheme.

The Council publish an Information Asset Register (IAR), this will outline the retention periods for the personal data we process. You can find this IAR on our website <https://geoserver.nottinghamcity.gov.uk/information-asset-register/>

Information Rights

The UK General Data Protection Regulation provides for the following rights as prescribed by the legislation:

- A right to request a copy of your information
- A right to request rectification of inaccurate personal data
- A right to request erasure of your data known as 'the right to be forgotten'
- A right to in certain circumstances to request restriction of processing
- A right in certain circumstances to request portability of your data to another provider
- A right to object to processing of data in certain circumstances
- A right regarding automated decision making including profiling

However, the data controllers can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others.

Data Protection Officer

Midland Net Zero Hub / Nottingham City Council

The Data Protection Officer is Naomi Matthews. You can contact the data protection officer at:

Loxley House,
Station Street,
Nottingham,

NG2 3NG
or at data.protectionofficer@nottinghamcity.gov.uk .

Act on Energy

You can contact them by:

Post: Act on Energy, Unit 1.4 Lauriston Park, Pitchill, Warwickshire WR11 8SN

Phone: 0800 988 2881

Email: administration@actonenergy.org.uk

Bromsgrove District Council/Redditch Borough Council

Bromsgrove District Councils Data Protection Officer is Deborah Poole who oversees the Information Management team. To contact the DPO or the information management team email information.management@bromsgroveandredditch.gov.uk

Information Commissioner's Office

The Information Commissioner's Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at www.ico.org.uk. You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at:

Wycliffe House,
Water Lane
Wilmslow,
Cheshire
SK95AF

www.ico.org.uk

Further Information

For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement>

Detailed Privacy Statement for Bromsgrove District Council and Redditch Borough Council:

<https://www.redditchbc.gov.uk/council/corporate/your-access-to-information/privacy-notice.aspx>

<https://www.bromsgrove.gov.uk/council/corporate/your-access-to-information/privacy-notice.aspx>

Detailed Privacy Statement for Act on Energy:

<https://actonenergy.org.uk/wp-content/uploads/2021/07/Privacy-Policy.pdf>

Detailed Privacy Statement for Surefire Management Services

<https://www.surefirems.co.uk/privacy-notice>

Detailed Privacy Statement for Energy Specifics (in relation to ECO3, but data handling similar for all funding streams)

<https://www.energyspecifics.co.uk/privacy-policy>