

Privacy Notice – Green Homes Grant Local Authority Delivery Scheme

Our Commitment to Your Privacy

As part of our commitment to protecting your information, we have updated our Privacy Notice to explain how we collect, store and handle your personal data.

We have always been careful to protect your information, but this is part of our ongoing commitment to be transparent about how we use your information and keep it safe. This will also give you more clarity over how your information is being managed.

Through our privacy notice, we have addressed the standards introduced by the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Who we are

North Kesteven District Council is registered with the Information Commissioner's Office (ICO) as a 'data controller' under Z5680267. This privacy notice relates to data collected under the Green Homes Grant Local Authority Delivery Scheme (GHG LAD) operated by North Kesteven District Council and E.ON Energy Solutions Limited, which is funded by the Green Homes Grant Local Authority Delivery Scheme (GHG LAD) and run by the Department for Business, Energy and Industrial Strategy (BEIS).

This privacy notice is made under the transparency requirements under Articles 12, 13 and 14 of the UK GDPR.

What information do we collect

We collect the following information about you to support the delivery and administration of the GHG LAD:

Customers:

- Your name
- Telephone number
- Email address
- Postal address and details of property receiving the GHG LAD installation(s)
- Details about the GHG LAD installation(s) installed at the property, including type, size and cost
- Contact address (if not the property receiving the GHG LAD installation(s))
- Address and details of property offered, but not receiving, the GHG LAD installation(s)
- Household income and any other scheme eligibility information

- Any financial contribution you have made towards the GHG LAD installation(s)
- Details about the expected energy, carbon and cost savings expected to be delivered by the installation, including pre- and post-installation property Energy Performance Certificate (EPC) details where appropriate.

Installers:

- Your name
- Relevant accreditation and registration information
- Contact address
- Email address
- Telephone number
- Details of GHG LAD installations delivered
- Whether directly contracted, or sub-contracted, by the Council to install GHG LAD installations
- The number of employees in your organisation.

Why we collect your data

We will use the information provided by you for a number of reasons, depending on the reason we are interacting with you. We may be engaging with you when you are a customer (who is receiving work on their property), or as a contracted installer (who has been instructed by the Council to conduct work in accordance with the scheme).

The purposes for which we are processing your personal data is to:

- Support the delivery and administration of GHG LAD;
- Enable the Council to conduct any necessary eligibility assessments;
- Enable the Council to calculate any expected energy, carbon or cost savings expected to be delivered at various points during the installation;
- Enable the Council to conduct procurement activities to ensure that installers can be instructed to conduct the work;
- Monitor and report on any funds that are spent, or work conducted, and to report against the objectives of the project;
- Protect and account for the spending of public funds;
- Assist BEIS in conducting an evaluation of the Scheme. This may include you being contacted to take part in further research. Where the research involves processing of personal data in addition to that already collected for delivery of the Scheme, you will be given the opportunity to opt-in to that research at the point of contact;
- Assist BEIS in further statistical analysis, research and fraud prevention, which may require linking of your data to other datasets held by BEIS.

As the personal information collected is provided directly by you, under the UK GDPR, the lawful bases we rely on for processing your personal information are:

- GDPR Article 6 (a) – You gave us your consent (use of your personal data to contact you to take part in further research). However, you are able to remove

your consent at any time. You can do this by contacting: dataprotection@n-kesteven.gov.uk

- GDPR Article 6 (e) – Performance of a task in the public interest (delivery, administration and evaluation of, as well as statistical, research and fraud prevention purposes relating to, the Scheme, a government funded scheme aiming to raise the energy efficiency of low energy performance homes (those rated at EPC Band E, F or G), including off-gas grid homes. Funding is provided to Local Authorities who engage consumers and manage the delivery of installations in homes).

When we collect special category data, we also rely on the following lawful basis:

- GDPR Article 9(2)(g) – Substantial public interest (processing is necessary for reasons of substantial public interest for the exercise of a function of the Crown, a Minister of the Crown, or a government department; the exercise of a function conferred on a person by an enactment; the exercise of a function of either House of Parliament; or the administration of justice; and an appropriate policy document is in place). In this case, processing of some health data may be necessary to enable the organisation of installation in your home. In addition, the Council relies on our duties to make reasonable adjustments under the Equality Act 2010.

How we collect your data

This data is already processed by the organisation with regular contact already in place to ensure information is updated on a regular basis. In addition, only the most recent and accurate data will be passed to E.ON Energy Solutions.

When we'll share your data

Your data will be shared with:

- BEIS and its contractors for the delivery, administration and evaluation of the scheme, and may also be used for statistical, research and fraud prevention purposes
- Ofgem and delivery partners of central and local government home energy schemes, such as, the Energy Company Obligation and Renewable Heat Incentive
- E.ON Energy Solutions.

Your personal data may also be shared with other Government departments and within North Kesteven District Council, where necessary.

Sometimes we have a legal duty to provide personal information to other organisations or if there is a good reason that is more important than protecting your privacy. This does not happen often, but we may share your information with the Police Authority for the prevention and detection of crime, for example.

We do not sell your personal information to anyone outside of North Kesteven District Council and will never share your information for marketing purposes.

Personal data shared with BEIS will be stored on their IT infrastructure and will, therefore, also be shared with their data processors Microsoft and Amazon Web Services.

Know your rights

You have many rights regarding your personal data, which include seeing what personal information we hold about you. In addition, you can ask us to correct inaccuracies and restrict the personal information we hold. Where possible we will seek to comply with your request, but we may be required to continue to hold and process information to comply with a legal requirement.

You are not obliged by statute to provide some of the information that is specified within this privacy notice. However, without the required information, the Council will not be able to deliver the services relating to the scheme.

If you want to contact us with regards to your rights, please contact dataprotection@n-kesteven.gov.uk

How do we protect your information

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of personal information.

How long do we keep your information

We will store your information securely from the point of application to the completion of the installation, plus 6 years.

Your personal data will be stored securely by BEIS for a maximum period of 25 years following the close of the Scheme. BEIS may choose to store anonymised data beyond this period.

Where can I get advice and/or make a complaint

If you have any concerns or questions, or would like to make a complaint, regarding data protection matters, please contact our Data Protection Officer at dataprotection@n-kesteven.gov.uk or by calling 01529 414155.

For independent advice and/or to make a complaint about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF.

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit ico.org.uk or email icocasework@ico.org.uk