

Privacy Notice – Lincs 4 Warmer Homes 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 new standards introduced by the European data protection law, known as the General Data Protection Regulation (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. In addition, the following local authorities are part of the Greater Lincolnshire Energy Efficiency Network:

- Boston Borough Council;
- City of Lincoln Council;
- East Lindsey District Council;
- Lincolnshire County Council;
- North East Lincolnshire Council;
- North Kesteven District Council;
- North Lincolnshire Council;
- South Holland District Council;
- South Kesteven District Council; and
- West Lindsey District Council.

This means we will process your personal information to run the Lincs 4 Warmer Homes energy efficiency scheme and associated projects to assist households in fuel poverty and people vulnerable to the cold.

What information do we collect

We will collect contact details (name, postal address, email address and telephone number). We will also collect household details (including finances), property type and size, health data and detailed information about heating your home. However, there is no requirement to provide personal data, but without it, the Lincs 4 Warmer Homes will not be able to process your enquiry and connect you with an ECO installer and/or other funding provider(s) to progress an application for energy efficiency improvements to your property.

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

- GDPR Article 6 (a) – You gave us your consent (contact information and household information). However, you are able to remove your consent at any time. You can do this by contacting dataprotection@n-kesteven.gov.uk

However, without your personal information, the Lincs 4 Warmer Homes will not be able to process your enquiry further.

- GDPR Article 6 (e) – Performance of a task in the public interest (to use service data to connect you with an ECO installer and/or other funding provider(s)).

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

- GDPR Article 9 (2) (a) – You have provided us with your explicit consent (information in relation to health conditions). However, you are able to remove your consent at any time. You can do this by contacting dataprotection@n-kesteven.gov.uk

However, without your personal information, the Lincs 4 Warmer Homes will not be able to process your enquiry further.

Why we collect your data

We collect your data as Lincs 4 Warmer Homes connects residents with private sector installers that are contracted to deliver energy efficiency improvements through the Government's Energy Company Obligation (ECO). Other funding sources will also be sourced on behalf of residents, such as, government grants and Warm Homes Fund. Personal data is collected for Lincs 4 Warmer Homes to establish potential eligibility and make the appropriate referral(s), for example to secure further funding; and without such data residents will not be able to access the scheme.

How we collect your data

Lincs 4 Warmer Homes receive your data by your completion of an electronic form, or by someone else on your behalf who has referred you). We may also collect your data by you contacting the Lincs 4 Warmer Homes Advice Line. North Kesteven District Council receive information via email and electronic form from Lincs 4 Warmer Homes, as well as from Lincolnshire County Council's Money Advice Service; plus through direct contact with yourself via telephone call or email.

When we'll share your data

We will share this data between the Greater Lincolnshire Energy Efficiency Network local authorities, ENGIE Limited, L4WH Framework installers on a rotation basis, and funders, for example, government departments, energy suppliers and the Warm Homes Fund as required. If other services related to fuel poverty would be beneficial then signposting to the relevant local authority departments and other agencies will be made, for example, Money Advice Service, Benefits or Citizens advice for benefit entitlement checks and Fire and Rescue for a Safe and Well Check.

ENGIE Limited, who deliver North Kesteven District Council's Home Energy Service, is coordinating Lincs 4 Warmer Homes on behalf of the participating local authorities through the Greater Lincolnshire Energy Efficiency Network (GLEEN). Once data has been passed on to a Lincs 4 Warmer Homes Framework installer to access the ECO scheme and other funding, it will be used by them to establish eligibility for funding heating and insulation improvements.

In addition, this information will be shared between Departments within North Kesteven District Council, such as, Property Services for the purpose of securing top up funding.

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.

Data is not routinely transferred to a third country by Lincs 4 Warmer Homes, however it is possible ECO installers might need to pass data to the energy supplier(s) they receive the ECO funding from, who might be owned by a company registered in another country.

Know your rights

As we are relying on your consent to process your personal information, you have the right to withdraw that consent at any time.

If you want to contact us with regards to your rights or remove your consent, 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 information.

How long do we keep your information

We will retain your data on behalf of the Greater Lincolnshire Energy Efficiency Network for 6 years following the completion of the case. In addition, we have retention schedules in place to ensure that information is only held for as long as it is needed.

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