

Warm Homes: Local Grant – Privacy Notice

This notice sets out how the Council will use your personal data relating to the Warm Homes Local Grant (WH:LG) and your rights. It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation (GDPR).

This notice relates to data collected under the Scheme operated by Stoke-on-Trent City Council which is funded by the Scheme.

YOUR DATA

The data

The Council will share your data with the Government Department for Energy Security and Net Zero (DESNZ), and/or with a contractor or organisation appointed by the Council and/or DESNZ to act on its behalf in connection with the Scheme (DESNZ Delivery Partners). Local partners include the Midlands Net Zero Hub, Community Home Solutions and local charity Beat the Cold contracted to deliver the Council's Energy Advice Service. A contractor will also be procured to deliver measures, working in resident's homes.

DESNZ and/or Warm Homes: Local Grant delivery Partners will process the following data for Householders and landlords expressing an interest for, or receiving energy performance or low-carbon heating installations under the Scheme:

- Postal address and details of the property expressing interest for, or receiving the energy performance or low-carbon heating installation(s) under the Scheme
- Household income status, benefit receipt status, home ownership or tenure status and any other scheme eligibility information including relevant health data where this is needed
- Details about the installation(s) applied for or installed at the property under the Scheme, including type, size and cost and installer details
- Scheme allocated grant amount and any financial contribution you or others have made towards the installation(s) under the Scheme
- Lodgement certificate number, lodgement date, installations details from TrustMark and the Microgeneration Certification Scheme
- Customer referral source or customer source for initial awareness of the Scheme
- Other scheme participation information, such as the scheme reference number, unique property reference number, property type and characteristics including information of the property from Energy Performance Certificate such as the property rating, banding, features, floor area from any EPC Certificate recorded. Additional fields may be processed such as assessor details, assessment date, heating, lighting and other related information
- Information of previous access to government grant schemes

- Your name, contact postal address, email address and (optional) phone number
- Other details for the purposes of fraud, error and non-compliance relating to dates, value of risk, information regarding the property, relevant installers etc.

Contractor:

The Council will store the following information about the contractor:

- Contractor name, contact business address, email address and phone number
- Trustmark/MCS accreditation details or other relevant certification information, including other low carbon heating certification
- Business information, including name, type of business and number of employees
- Details of installations delivered under the Scheme, including type, size and cost and details of the properties at which the installations are installed
- Whether directly contracted or sub-contracted to install installations under the Scheme

Purpose

The purposes for which the Council, DESNZ and other delivery partners for Warm Homes: Local Grant are processing your personal data is to support the delivery and administration of the Scheme. DESNZ will assess expressions of interest submitted by the Council for the funding of installations at the property, monitoring the use of the DESNZ funding and creating a record of installations.

The Council and its delivery partners may also use your information to assess eligibility for other related funding streams including, but not limited to, the Council's Safe and Warm Home Grant and other Government energy efficiency schemes including the Energy Company Obligation Scheme.

DESNZ and/or DESNZ Delivery Partners will hold a landlord database for the purpose of ensuring that landlords are compliant with Public Subsidy rules and the scheme funding requirements.

DESNZ and its Delivery Partners obtain your personal data from the Council. Data may also be obtained from Trustmark, from Ofgem, from other government departments and from other organisations administering central or local government schemes that support energy performance or low-carbon heating measures.

Delivery and administration of the Scheme may require linking of your data to other datasets held by DESNZ and/or DESNZ Delivery Partners.

DESNZ and the Council will be conducting an evaluation of the Scheme. This may include you being contacted by the Council, DESNZ or other Delivery Partners 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.

Your data may also be used for statistical, research, audit and fraud, error and non-compliance prevention and detection purposes.

For the prevention and detection of fraud, error and non-compliance, the data listed above will be processed for activities including but not limited to:

- preventing, detecting and investigating fraud, error and non-compliance
- taking administrative actions in connection with fraud
- debt recovery, prosecution and any other related activities

Link to the Fraud and Error Privacy Notice for further details:

<https://www.gov.uk/government/publications/using-home-retrofit-scheme-data-to-manage-fraud-and-error-privacy-notice/using-home-retrofit-scheme-data-to-manage-fraud-error-and-non-compliance-privacy-notice>

Legal basis of processing

The legal basis for processing your personal data is: **Public task**

Processing is necessary for the performance of a task carried out in the public interest.

The specific public task is the delivery, administration, audit and evaluation of the Scheme, as well as statistical, research and fraud prevention purposes relating to the Scheme. WH:LG is a government funded scheme aiming to improve the energy performance of homes in England rated at EPC Band D, 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.

Retention

Your personal data will be stored securely by DESNZ and the Council for a maximum period of 25 years following the close of the Scheme but not longer than required.

Your personal data for the purposes outlined for fraud, error and non-compliance will be retained and used proportionate to risk relevance and the retention period for data could be stored and used up to 25 years.

An individual record may be kept longer if it relates to ongoing actions such as prosecution, appeals or debt recovery.

Your rights

You have the right to request information about how your personal data are processed, and to request a copy of that personal data.

You have the right to request that any inaccuracies in your personal data are rectified without delay.

You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.

You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.

You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

You have the right to object to the processing of your personal data.

Contact details

Once your personal data has been shared with the Council, DESNZ or with other delivery partners, they will become data controllers for that personal data.

If you wish to contact the Council in relation to any of your information rights, email foi@stoke.gov.uk or write to Information Rights Team, Floor 2, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH.

Complaints

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office

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Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

0303 123 1113

Email: casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.