

Privacy Notice for *Energy Company Obligation Flexible Eligibility Scheme*

Information Held About you

In order to provide access to additional home energy efficiency grant funding assistance and support to you through the Flexible Eligibility element of the Energy Company Obligation, it is necessary for us to collect and hold personal information about you. This information will include:-

- *Basic details about you such as name, sex, address, postcode and relevant contact information, (telephone number and/or email address)*
- *Contact we have had with you, such as home visits, meetings, telephone calls etc.*
- *Certain sensitive information such as ethnic origin and physical or mental health information*

Who is processing my data?

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice is Herefordshire Council.

Marches Energy Agency are the Data Processors who will process your information on behalf of the council

How will we use the Information we hold about you?

We will collect information about you (where applicable) to:-

- *Determine your eligibility under the scheme;*
- *Refer you to selected partners for grant support/intervention;*
- *Provide assurance to the scheme administrator that the council is operating as agreed.*

What is the legal basis for us to process your data?

The legal basis for processing the data is:

- *your consent, which you can withdraw at any time by notifying us*

Who we will share your information with

We may share your information with partner organisations, including:-

- *Selected delivery partners- these include energy companies and installers, who will use the information to inform delivery of their obligation or allocated funding. This will most likely involve liaising with you to arrange survey/inspection and if appropriate, install of the relevant energy efficiency measure.*

We will not normally share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or

emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How Long do we Keep your Records

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept for seven years. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to the Information Governance Team, Herefordshire Council, Plough Lane, Hereford HR4 0LE or via email, informationgovernance@herefordshire.gov.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing Accurate Information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact the Energy & Active Travel team (eem@herefordshire.gov.uk) in the first instance. You can also contact the Data Protection Officer, Herefordshire Council, Plough Lane, Hereford HR4 0LE, email: informationgovernance@herefordshire.gov.uk

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>

<Version 2, 18 October 2017>