

Green Homes Grant (Home Energy Efficiency) Privacy Notice

Introduction

This privacy notice explains how the Council uses your data to provide home energy efficiency installations under the Green Homes Grant Local Authority Delivery scheme ('the Scheme').

The Green Homes Grant is operated by Nottinghamshire County Council and E.ON Energy Solutions Ltd. It is funded by the Green Homes Grant Local Authority Delivery Scheme, run by the Department for Business, Energy and Industrial Strategy.

About the Green Homes Grant

The Green Homes Grant is a national initiative to fund the installation of home energy efficiency improvements.

Energy efficiency measures available to eligible households for installation include:

- External Wall Insulation
- Air Source Heat Pump
- Solar photovoltaic cells (solar panels)
- Solar water heating systems
- Underfloor insulation
- Cavity wall insulation
- Loft insulation
- Window replacements
- Door replacements
- Smart heating controls

Who will be using your data?

Nottinghamshire County Council and the Department for Business, Energy and Industrial Strategy will be joint data controllers for the data you provide to us.

You may be contacted by our Charity Partner, Nottingham Energy Partnership, in order to assess eligibility for the Green Homes Grant Scheme and refer into E.ON Energy Solutions Ltd.

E.ON Energy Solutions Ltd. Has been directly contracted by Nottinghamshire County Council to carry out installations.

We may also contract other third party organisations to process your data on our behalf (e.g. suppliers of business systems such as our Business Management System). Your data will also be shared with your local district or borough council, as they have a statutory duty to sign off on funding of this nature.

What personal data do we use?

- Name and contact details:
 - address
 - phone number
 - email address
- Scheme eligibility information:
 - household income
 - whether any residents are in recipient of specified benefits
- Address of property receiving the installation, if this is different from the postal contact address provided
- Financial details, if you make a financial contribution towards the installation

After receiving an installation you may be contacted to take part in research in order to evaluate the outcome of the scheme. 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.

What types of special category personal data do we need from you?

No special category data is required for delivery of this service.

Why do we use your data?

- For service delivery
- For service planning, training and improvement
- To prevent and detect fraud
- For statistics and research purposes

What legal reasons allow us to use your data in this way?

Our legal basis for processing your personal data is that it is necessary for the performance of a task carried out in the public interest.

Use of your personal data for the purposes of further research will be processed on the basis of consent.

Who may we share your data with or receive it from?

- E.ON Energy Solutions
- Nottingham Energy Partnership
- The Department for Business, Energy and Industrial Strategy and any third party contractors it employs for delivery, administration and evaluation of the scheme
- Delivery partners of central and local government home energy schemes, such as the Energy Company Obligation and Renewable Heat Incentive
- Ofgem
- District and borough councils
- Other central government departments
- Providers of IT infrastructure to central government, ie. Microsoft and Amazon Web Services

May personal data be transferred overseas?

The Council may for operational purposes transfer personal data overseas. In these cases, we will ensure that your personal data is protected and there are safeguards for the protection of your rights. Please refer to the [County Council's privacy statement](#) for further details.

How long is your data kept for?

This information is held in accordance with the Council's retention schedule – see [here](#). Data relating to the Green Homes Grant scheme will be stored for a maximum of 12 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.

What will happen if you do not provide or we cannot obtain the data needed?

- We could not provide this service

Does the service make decisions using fully automated processes?

No.

What rights do you have over this use of your data?

- To be informed about how we use your data
- To access a copy of your data that we process
- To have us rectify or correct your data that we process
- To restrict our processing of your personal data
- To object to the use of your data
- To have your personal data erased
- To request that we transfer your information to you or another organisation
- To object to fully automated decision making
- To withdraw your consent (if it the legal reason why we use your data).

Some of these rights are subject to exceptions. Please refer to the [County Council's privacy statement](#) part 10 for further details.

Contact the Data Protection Officer:

If you have any concerns about how the Council is using your data, you can contact the Council's Data Protection Officer by writing to:

DPO@nottscc.gov.uk

Or

Data Protection Officer
Nottinghamshire County Council
County Hall
West Bridgford
Nottingham
NG2 7QP

Please see the County Council's privacy statement for further information:

<http://www.nottinghamshire.gov.uk/global-content/privacy>

If your questions or concerns relate to the Department for Business, Energy and Industrial Strategy, you can contact the BEIS Data Protection Officer by writing to:

dataprotection@beis.gov.uk

or

BEIS Data Protection Officer
Department for Business, Energy and Industrial Strategy
1 Victoria Street
London
SW1H 0ET

Contact details of the Information Commissioner's Office:

If you are unhappy with how your data has been processed by the Council or you feel your data protection rights have been breached, you have the right to complain to the Information Commissioner's Office at:

www.ico.org.uk

Or

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

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