

Data Protection Privacy Notice

Service: Housing

Team: Property and Asset

Processing activity: Green Homes Grant Local Authority Delivery Scheme

The Data Controller

East Devon District Council's Housing Service

Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

Contactable by emailing repairs@eastdevon.gov.uk or by calling 01395 517458.

The Data Protection Officer

Contactable by emailing dataprotection@eastdevon.gov.uk

Obtaining your personal information

Your home will have been identified as potentially eligible for energy efficiency measures as part of the council's housing stock. In order that we can arrange for the installation of energy efficiency measures in your home, you will have provided us with your name, address and contact details. In order to assess your eligibility for the scheme, we will also need you to provide us with detail about your household income and any other energy efficiency schemes which you may have been involved with.

Use of your personal information

We are using your personal information for the purpose of providing your home with energy efficiency measures in connection with the Green Homes Grant Local Authority Delivery Scheme. Processing is necessary for the performance of a task carried out in the public interest which entails the delivery and administration of a government funded scheme aimed at raising the energy efficiency of low energy performance homes.

With your consent, your name, address and contact details may be used for the purpose of evaluating the scheme.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the relevant service and within support services (such as the Legal and Finance Teams and any third party payment handler) where necessary to carry out the purpose and will be provided to the following;

We will share your name, address and contact details, together with any specific access arrangements, with the contractor(s) working for the council to carry out this work.

The property address will be provided to the Department for Business, Energy and Industrial Strategy (BEIS); OfGem; and delivery partners of local government home energy schemes to ensure eligibility for the scheme. BEIS will be aware that your household qualifies for the scheme but will not receive evidence of this in the form of any financial information you provide to the council nor will they receive your name or contact details unless you specifically consent to this.

BEIS would like to monitor the success of the scheme by contacting you for evaluation and feedback. To do so, they will need your name and contact details but this will only be provided to them with your specific consent.

We may also share information with our corporate safety officer when our staff safety is viewed as being at risk. Information may also be shared with partner agencies during safeguarding investigations and for fraud identification and prevention.

Your personal information will be stored securely and will not be accessible to anyone else, including other services within the Council, unless detailed above.

Anonymised data may be used for statistical and research purposes by both EDDC and BEIS.

Retention

All your personal information will be held by us only for as long as is necessary and then in accordance with any legal requirements imposed upon us and the Council's retention schedule. For more information please go to our website to view our [Retention schedule](#)

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.

Transferring personal information outside of the EU

Your personal information will not be transferred outside the EU or to any international organisations by the Council.

Information transferred to BEIS will be stored by external data processors and may be transferred and stored outside of the European Economic Area. Where that is the case, data will be subject to equivalent legal protection through the use of Modal Contract Clauses.

More information about this can be obtained from BEIS direct at dataprotection@beis.gov.uk

BEIS Data Protection Officer

Department for Business, Energy and Industrial Strategy

1 Victoria Street

London

SW1H 0ET

Your rights

Whatever our use of your personal information you have the right of access to that personal information (this means confirmation that we are using your personal information, access to it as well as other detail) and the right to seek rectification if the information is inaccurate.

Because we are using your information on the basis of public task, you have the right to object and the right to restrict processing. Where you provide us with your consent to share your data, you have the right to withdraw that consent at any time.

Also, if you object to our use of your personal information and there is no overriding legitimate interest for us to continue using it or we have used your personal information unlawfully or it is no longer necessary for us to have the personal information, the right to erasure is also available to you.

Details on each of these rights can be found on our website in the [Your Rights](#) pages.

Complaints

If you are dissatisfied with the way the Council has used your personal information then you may wish in the first instance to make a complaint to the Data Protection Officer. This can be done by;

Writing to: Data Protection Officer, Information and Complaints, East Devon District Council, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

You can also email: dataprotection@eastdevon.gov.uk or call 01395 517417.

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with The Information Commissioner. The Information Commissioner is the UK's independent body set up to uphold information rights. The ICO can help and advise you on all matters relating to data protection.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Email: casework@ico.org.uk