

Privacy Notice Energy Company Obligation Flexible Eligibility (ECO Flex)

Purpose of processing

This notice explains how Worcestershire County Council will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation (UK GDPR).

The purpose of collecting and processing your personal data is to support the delivery and administration of the Energy Company Obligation Flexible Eligibility (ECO Flex) (together the Scheme).

Personal Information Collected and the Lawful Basis for processing

We will collect and process the following personal data. Some of the data we collect will be from publicly available sources.

Personal data collected about applicants to the Scheme:

- Your name
- Email address
- Phone number
- The names of everyone living in the property
- The age ranges of adults living in the property
- The names and ages of children living in the property
- Address and details of property for which the application is being made
- Contact address (if not the property that would receive the measures)
- Household income and any other scheme eligibility information set out in the Statement of Intent criteria under which you are applying. This may include a letter from a registered GP.
- Any financial contribution you have made towards the ECO installation(s)

The legal basis for processing personal data

The legal basis for processing your personal data is:

Article 6(1)(e) UK GDPR Public task: Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller.

Public task processing is necessary for the performance of a task carried out in the public interest and is based on legislation. For the Scheme, the applicable legislation is:

- Local Government Act 1972
- Localism 2011, s1
- Warm Homes and Energy Conservation Act 2000

The specific public task is the delivery, administration and evaluation of, as well as statistical, research and fraud prevention purposes relating to, the Scheme.

Who we may share your information with

Worcestershire County Council are a data processor for the ECO flex scheme.

We will share your data with Ofgem for the purpose of the administration of the scheme.

The data controllers for this scheme are

- Act on Energy
- Ofgem
- The installer
- The ECO obligated energy company providing the funding.

Delivery and administration of the Scheme may require linking of your data to other data sets held by the Data Controllers.

Your personal data may also be shared with other Government departments where necessary.

We may share your data if we are required to do so by law, for example by court order or to prevent fraud or other crime.

Your personal data will be stored on Worcestershire County Council's IT infrastructure and the IT infrastructure of those parties named in this privacy notice.

Automated decision making

Your personal data will not be subject to automated decision making by Worcestershire County Council.

International transfers

If your personal information is transferred outside the United Kingdom or the European Economic Area (EEA) by Worcestershire County Council for processing or storage purposes, Worcestershire County Council will ensure that safeguards are in place to protect it to at least the standard applied within the EEA

How long do we hold your data?

Worcestershire County Council are required to hold your data for 6 years following the end of the Scheme.

Your rights

You are entitled to a copy, or a description, of the personal data Worcestershire County Council hold that relates to you, subject to lawful restrictions. Please go to our [Make a Data Protection Request webpage](#) to find out how to make a request.

You may be entitled to rectification, restriction, objection, and erasure of your personal information depending on the service and legal basis. We are unlikely to be able to erase your data if you have been awarded a grant as this will be needed to comply with the funding conditions.

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 where it is processed for direct marketing purposes.

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

When processing is based on your consent, you have the right to withdraw consent to the processing of your personal data at any time.

Please see our overarching [Privacy Notice](#) for further contact details or if you have a complaint about your information rights.

Contact details

Worcestershire County Council

You can contact the data protection officer at:

County Hall,

Spetchley Road,

Worcester,

WR5 2NP

Email: dataprotection@worcestershire.gov.uk

Ofgem

The Data Protection Officer

Ofgem

10 South Colonnade

Canary Wharf

London

E14 4PU

DPO@ofgem.gov.uk

Act on Energy

You can contact the data protection officer at:

Unit 2 Lauriston Business Park,

Pitchill, Salford Priors,

Warwickshire,

WR11 8SN

Email: administration@actonenergy.org.uk

Complaints

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Data Protection Officer at Worcestershire County Council in the first instance. If you are not satisfied with the response you can complain to the

Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office

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.