

Warmer Worcestershire Programme Privacy Notice

This privacy notice applies to the Warmer Worcestershire Programme provided by Worcestershire County Council and should be read in addition to Worcestershire County Council's [Full Privacy Notice](#).

The privacy notice will cover:

- [Purpose for processing](#)
- [Personal information collected and lawful basis](#)
- [Who we may share your information with](#)
- [How long we will hold your information](#)
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Purpose for processing

Worcestershire County Council is the controller for the Warmer Worcestershire Programme. Our partner Act on Energy operate this programme on our behalf.

The programme process personal information in order to carry out delivery and administration of the Warmer Worcestershire Programme either directly or jointly with partners and commissioned private and third sector providers. This includes:

- Assessing your eligibility for grants and offers
- Processing your application
- Offering additional energy advice on request
- Conducting data analysis on the users of this service to support the development of new services
- Maintaining fraud prevention
- Contacting you in the delivery of project services
- Providing progress reports to the funding organisations

The information you provide will be used by Act on Energy in order to deliver the programme support. Act on Energy also have their own privacy notice which is available on request via gdpr@actonenergy.org.uk

Personal information collected and lawful basis

Our partner, Act On Energy is required to collect information about you and your home when you voluntarily complete application and feedback forms either over the phone or in person and make this data available to Worcestershire County Council when requested.

The programme processes personal information which is relevant to individual cases which may include, but is not limited to, the following personal data:

- Personal details – e.g. name / age / address

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- Contact information – e.g. telephone numbers / email address
- Employment details
- Personal Reference Numbers – e.g. National Insurance
- Financial details – bank account details

The legal bases for processing this personal information are:

- Contract for the supply of services
- Compliance with a legal obligation
- Tasks carried out in the public interest or in the exercise of official authority

Who we may share your information with

The information you provide will be held by Worcestershire County Council and Act on Energy and installers relevant to the completion of energy efficiency installs at your property.

Summary reports will be provided to:

- Bromsgrove District Council
- Malvern Hills District Council
- Redditch Borough Council
- Worcester City Council
- Wyre Forest District Council
- Wychavon District Council

Act on Energy will notify you of a contractor who will be able to complete a technical survey for the installation of any energy efficiency measures prior to your contact details being shared.

Names and addresses will be shared with the relevant warranty provider for any installed energy efficiency measures to complete the application for the warranty documents.

If you are accessing Energy Company Obligation (ECO) funding the contractor will notify you of the Utility company that will have access to your details and the final reporting to the regulator Ofgem.

At no time will your information be passed to organisations external to Worcestershire County Council for marketing or sales purposes or for any commercial use without your prior express consent.

Information will only ever be shared when it is strictly necessary to help us provide effective services and you may have the right to refuse. We will not pass it onto any other parties unless required to do so by law or in all reasonable circumstances the disclosure is fair and warranted for the purposes of processing or subject to a data protection exemption.

We have specific data sharing agreements in place with local agencies and sometimes the law requires that we may have to pass your details on to a third party, for example, to prevent crime.

How long we will hold your information

We hold your data for 6 years from the end of the project.

More information about our retention periods can be found in our [summary Disposal Schedule](#).

Please note stated retention periods may be subject to any legal holds imposed under the Inquiries Act 2005 that may concern the information and override standard retention periods.

Your information rights

You are entitled to a copy, or a description, of the personal data we 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. Please in the first instance contact dataprotection@worcestershire.gov.uk to exercise these Information Rights or call the main Worcestershire County Council contact telephone number of **01905 765765**.

Please see our overarching Privacy Notice (<http://www.worcestershire.gov.uk/privacy>) for further contact details and if you have a complaint about your information rights.

Changes to this notice

We keep this Privacy Notice under regular review and we will place any updates on this web page. This Notice was last updated on 17 October 2018.