

Warm Homes: Local Grant Privacy Notice

version 2.0

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 12 September 2025.

This privacy notice applies to personal data collected under the Warm Homes: Local Grant (WH:LG) scheme to deliver energy performance and low carbon heating upgrades to low-income homes in Worcestershire. The scheme is operated by Worcestershire County Council on behalf of the Department for Energy Security and Net Zero (DESNZ). This privacy notice should be read in addition to Worcestershire County Council's [Full Privacy Notice](#) and [DESNZ's 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](#)
- [Your information rights](#)

Purpose for processing

The scheme will process personal data in order to support the delivery and administration of the Warm Homes: Local Grant either directly or jointly with partners and commissioned private and third sector providers. This includes:

- Assessment of whether an applicant is eligible for the scheme
- Delivery of support for home energy efficiency improvements and arranging installations
- Monitoring and reporting on the scheme's effectiveness
- Compliance and audit checks to meet legal obligations and ensure public funds are spent correctly
- Communication and support to applicants

Personal data collected and lawful basis

We will process your personal data when you provide it to us directly. This personal data may include, but it is not limited to, the following personal data:

Applicants

- Name
- Address and details of property receiving WH:LG installation(s)
- Telephone number
- Email address

- Contact address (if not the property receiving WH:LG installation(s))
- Address and details of property offered, but not receiving, the WH:LG installation(s)
- Details about the WH:LG installation(s) at the property, including type, size and cost
- Household income and any other scheme eligibility information including benefits checks and evidence of Council Tax discounts
- Any financial contribution you have made towards the WH:LG installation(s)
- Details about the expected energy, carbon and cost savings expected to be delivered by the installation, including pre and post-installation property EPC details (where appropriate)

Installers / Contractors:

- Name
- Telephone number
- Email address
- Contact address
- Relevant accreditation and registration information
- Details of WH:LG installations delivered
- Whether directly contracted or sub-contracted by local authority to install WH:LG improvements

We may also process some special category (sensitive) data, which is relevant to individual cases and may include some of the following but is not limited to:

- Health conditions of applicants which make you vulnerable to cold, damp or mouldy conditions

The legal bases for processing this personal data are:

- **Public task** (UK GDPR Article 6(1)(e)) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of our official authority under legislation.

The special category condition for processing is:

- **Substantial public interest** (UK GDPR Article 9(2)(g)) – we rely upon the “statutory and government purposes” condition from Schedule 1 of the Data Protection Act 2018.

Who we may share your information with

We may need to share the personal information you have given to us or we’ve collected about you with partner organisations where relevant to the individual and/or their care provision. These include but are not limited to:

- Contractors and subcontractors, including the installer, retrofit roles consultant, principle designer and, in some cases, the clerk of works
- Act on Energy who will support you to complete your application for the funding and check your eligibility

- The Department for Energy Security and Net Zero (DESNZ) and its contractors for delivery, administration and evaluation of the scheme, statistical, research and fraud prevention purposes
- Ofgem
- Delivery partners of central and local government home energy schemes such as the Energy Company Obligation and Renewable Heat Incentive
- Other government departments

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

Your personal data will be stored securely by us for a period of up to 8 years from the end of the funding period (31 March 2028). More information about our retention periods can be found in our [Disposal Schedule](#).

Your personal data will also be stored securely by DESNZ for a maximum period of 25 years following the close of the scheme. DESNZ may choose to store anonymised data beyond this period. Please see [DESNZ's Privacy Notice](#) for details about how they use and manage your data.

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.