

Privacy Policy – Home Energy Efficiency Grants / Social Housing Decarbonisation Fund (Private Households and Council Tenants) / Energy Company Obligation / Green Homes Grants (Sustainable Warmth)

This privacy notice explains how Dacorum Borough Council (the Data Controller) will use any personal information we collect about you when you use our services.

It has been written to give you a clear explanation of our data processing practices to safeguard you and your personal information

What information do we collect about you?

- Name, Address, Contact Details
- D.O.B (in respect of verification of minors and to ascertain relevant bands of people; below 5 years and 65 years)
- N.I Number, income details
- Category of occupier (e.g. Council Tenant, Leaseholder, Private rented)

How will we use the information about you?

When you submit a referral form you are sending your information to Dacorum Borough Council (as the Data controller). The data on this form is being gathered for the purposes listed below.

We are using the information provided in this case because we have an obligation under GDPR Article 6 (1) (a) "Data subject has given consent to processing". GDPR Article 6(1) (e) Task carried out in the public interest or in the exercise of official authority vested in the Controller. This is a fuel poverty amelioration scheme under Section 9 of the Energy Act 2010. Social Housing Decarbonisation Fund is driven by the Climate Change Act (2008).

In this case, we are collecting personal information for the following purposes:

- Registering your details to generate a referral to providers of Energy Company Obligation, Green Homes Grant Local Authority Delivery and/or Social Housing Decarbonisation funding for home energy grants.
- Identifying whether you qualify for any additional service or benefit provided by you during the assessment.
- Monitor and manage this process.
- To assess qualification for grants, top-up grants via a disabled facilities grant.
- To assess eligibility based on income of private residents, including Dacorum Borough Council Leaseholders (Energy Company Obligation, Green Homes Grant local authority delivery and/or social housing decarbonisation fund).

Special Categories of Data

If you are providing us with special category personal information (such as details about your health), we will be processing this under Article. 9(2)

- Medical History
 - Specifically; conditions which make people vulnerable to the cold or which are worsened by the cold; cardiovascular conditions; respiratory conditions (in particular, chronic obstructive pulmonary disease and childhood asthma); mental health conditions; disabilities; terminal illness; suppressed immune system (e.g. from cancer treatment or HIV) ; Neurobiological and related diseases (e.g. fibromyalgia, ME); Haemoglobinopathies (sickle cell disease, thalassaemia).
 - Where it will affect entitlement to participate in the scheme additional health related information is shared: Pregnancy; substance addictions; attendance at hospital due to a fall in the last year; dementia
- Race / Ethnicity
 - if recent immigrants or asylum seekers

Processing of Special Category Data is carried out specifically under the following;

Article 9(2) (a) – the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data subject;

GDPR 9(2) (b). Carrying out obligations of the controller in the field of social protection law.

Sharing / Recipients

We may share the information with other recipients for the purposes of carrying out the functions (listed above)

We may share your information with;

- Hertfordshire County Council
- Energy Company Obligation, Green Homes Grant Local Authority Delivery and/or Social Housing Decarbonisation Fund Providers
- Councils Contractors (for Council Properties)
- Internal Council Departments.
- Department of Business Energy and Industrial Strategy (for Social Housing Decarbonisation Fund)
- Greater South East Energy Hub (under the Cambridgeshire and Peterborough Combined Authority).
- For Green Homes Grants Local Authority Delivery (Sustainable Warmth).

Other Privacy Notices

[Hertfordshire County Council](#)

<https://www.gov.uk/government/publications/social-housing-decarbonisation-fund/social-housing-decarbonisation-fund-privacy-notice>

Department of Business, Energy and Industrial Strategy (for Social Housing Decarbonisation Fund)

<https://www.gov.uk/government/publications/social-housing-decarbonisation-fund/social-housing-decarbonisation-fund-privacy-notice>

<https://www.yesenergysolutions.co.uk/privacy-policy/domestic-customers/>

Greater South East Energy Hub (for Green Homes Grants Local Authority Delivery Phase 2)

<https://www.energyhub.org.uk/wp-content/uploads/2021/10/BEISPrivacyNotice.pdf>

How long will we keep this information?

We will destroy this personal information in accordance with our [Retention Policy](#). To determine how long we should keep information, we consider what the legislation states and what is good practice. This means we will securely destroy the information once we no longer need it. If you would like to know the specific period of time that relates to your personal information, please contact foi@dacorum.gov.uk

Security and Location of Data

We will ensure that all personal information is kept securely on servers hosted in the United Kingdom.

Access to all our user information is restricted. Only employees who need the information to perform a specific job are granted access to personally identifiable information.

The servers on which we store personally identifiable information are kept in a secure environment that is continually monitored and tested.

Accuracy of Personal Data (Article 5(1) (d))

“Personal data must be accurate and, where necessary kept up to date; every reasonable step must be taken to ensure that Personal Data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay.”

You have a right to request information about you be corrected. Please contact the Compliance Team at compliance@dacorum.gov.uk who will validate the information and update the information in our systems accordingly.

Individuals' Rights and withdrawing consent

You have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your information, please contact foi@dacorum.gov.uk in the first instance or visit <http://www.dacorum.gov.uk/home/open-data/personal-information>

You may have a right to request erasure of Special Category information (where the lawful basis is consent (information has been freely provided by you in support of an application), and the council do not have a legal obligation to process this information.

You have a right to request erasure, rectification or restriction where you have provided the Council information under on the lawful basis of consent (Article 6(1) (a)). You may also withdraw your consent to the Council processing the information you have provided to us under this lawful basis. Please contact compliance@dacorum.gov.uk in the first instance.

Notification of changes

From time to time, it will be necessary to update this Privacy Policy. This is in order to ensure our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

If at any point, we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify users. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy in force at the time the information was collected.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better. For further information on how we use these and how you can control it, please visit <http://www.dacorum.gov.uk/home/cookies-policy>

Our Data Protection Policy

We have a General Data Protection Regulation (GDPR) Policy in place and this can be found [here](#):

Data Protection Officer

Our Data Protection Officer for the purposes of Articles 37 to 39 of the General Data Protection Regulation is the Information Security Team Leader (Legal Governance). You can contact them by emailing foi@dacorum.gov.uk or calling 01442 228538.

Policy Version

This Policy was last updated on 5/4/22