

PRIVACY NOTICE

PROPERTY SERVICE



Service: Housing & Property Services

Department: Asset Strategy

Process: Data Protection

Date: 22/06/2023

Why we are collecting your data?

Basildon Borough Council needs to collect your personal data to enable the Council to improve the energy performance of homes to EPC B and C, to take homes out of fuel poverty and deliver progress towards the UK's commitment to Net Zero by 2050.

Background information:

Basildon Borough Council has secured a grant from the Department for Energy Security and Net Zero (DESNZ)). As such, we are working in partnership with EON to deliver the Social Housing Decarbonisation Fund (SHDF). Basildon aims to improve the energy performance of homes to EPC Band C, to take homes out of fuel poverty and deliver progress towards the UK's commitment to Net Zero by 2050.

Information Collected

- Name
- address of properties receiving installations, and details about the installation including type, size, cost, and installer details
- The relevant measures
- The date/s of installation
- The name of the government scheme under which the installation was funded
- Contact details for occupants who are offered installation but drop out of the scheme or do not accept, and the reason for dropping out
- name and contact details (address, email and phone number) of occupants, installers and Social housing Landlords
- if relevant, the amount of funding the household contributed towards installations

The data is collected through

- Online Form
- Hard copy form
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The basis for the processing:

- **Public task:** the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.

Who your information will be shared with:

- the Department for Energy Security and Net Zero (DESNZ) and **DESNZ's research and evaluation partners. DESNZ will be a separate controller once the data has been passed on to them.
- You can access [DESNZ's privacy notice here](#).
- TrustMark (only property-level SMETER, HTC, time-series data for processing)
- EON – Basildon delivery partner
- Other internal Council departments, Council Officers, Council Contractors.
- We have arrangements with a range of IT providers who support the Council's IT systems and services, therefore your data may be accessed by these suppliers. Where we have these arrangements there is always a contractual agreement with them to ensure they comply with the Data Protection Law.

****Please note** *DESNZ's research and evaluation partners will contact named individuals involved in SHDF projects on the legal basis of public task to seek their informed consent to participate in the SHDF evaluation.*

Your data will be shared with third parties to:

- Comply with legal obligations and legislative requirements
- Help business partners, suppliers and sub-contractors to deliver any contract we enter with them.
- Assess whether the scheme has achieved its objectives
- The publication of statistical reports relating to the scheme
- Evaluation of the scheme and any associated home energy or carbon reduction policies where applicable
- Effective management and prevention of fraud and non-compliance under the scheme.

We will never sell your data

Provide accurate information:

We need to hold accurate and up to date information about you so that we can deliver appropriate services. If any of your details change, you need to tell us as soon as possible so that we can update your records.

We will not:

- Use your information for marketing or sales purposes without your prior explicit consent.
- Send or store your data abroad unless it meets the requirements of the Data Protection regulations
- Make decisions about you based on automated processing

How long will we hold your data for?

We will keep all records relating to this scheme for 7 years after the installation and in line with Basildon Borough Council data retention and disposal policy.

Your rights

You have the right to access the personal information we hold about you. Any access requests are free of charge. If the information we hold about you is inaccurate, you have a right to have this corrected and you have the right to request completion of incomplete data. You have the right to ask us to erase your personal data in certain circumstances ('right to be forgotten').

You have the right to ask us to stop or restrict the processing of your personal data, in certain circumstances. Where possible, we will seek to comply with your request, but we may need to hold or process information to comply with a legal requirement.

You can make any of these requests by:

Online form : [Legal Information \(basildon.gov.uk\)](http://basildon.gov.uk/legal-information)

Email: dpo@basildon.gov.uk

Phone: 01268 533333

Letter to:

The Data Protection Officer
Basildon Borough Council
Basildon Centre,
St. Martin's Square,
Basildon
SS14 1DL.

If you have a complaint, contact the Asset Strategy Team in the first instance. If the Asset Strategy are not able to address your concern or you are not satisfied, please contact our Data Protection team using any of the contact details above.

If you are still concerned or dissatisfied about the way your concerns have been handled after contacting our Data Protection team, you can complain to the Information Commissioner's Office, by:

- Email: casework@ico.org.uk
- Phone: 0303 123 1113 (local rate) or 01625 545 745
- Letter to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF