



Northumberland County Council

Social Housing Decarbonisation Fund Scheme

How we handle your information

This Privacy Notice is designed to help you understand how Northumberland County Council as a registered Data Controller will handle your personal information. It will outline why we ask for your personal information, detail the information we hold, how it is used, shared and how long it is kept for. It will also detail how you can exercise your rights.

Why do we ask for your personal information?

We use information about social housing tenants to monitor the performance and delivery of the Social Housing Decarbonisation Fund Scheme.

What information do we hold?

We only process the minimum personal information required to deliver the Social Housing Decarbonisation Fund Scheme.

The information we process includes:

- Your name
- Your address and details of property offered, but not receiving, SHDF installation(s)
- Contact we have had with you, for example, appointments & letters of correspondence
- Household income and any other scheme eligibility information
- Address and details of property receiving the SHDF installation(s)
- Details about the SHDF installation(s) installed at the property, including type, size and cost
- Household income and any other scheme eligibility information
- 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
- Email address (optional)
- Phone number (optional)
- Details and records about the service you have received
- Relevant information from other people that we have been in contact with in relation to the service that you have received

How does the law allow us to use your personal information?

There are a number of legal reasons why we are allowed to collect and use your personal information. In order to process your personal data, we rely on one or more of the following legal bases;

- 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 official authority vested in the controller.*

The data will support a detailed evaluation of the overall scheme, including the types of properties, households and measures delivered through the SHDF, in order to ensure use of public funds has delivered value for money, and realised intended benefits, including to inform policy making in the fields of energy efficiency, fuel poverty, and health. It will also support BEIS' functions relating to carbon reductions under the Climate Change Act 2008.

For the voluntary survey conducted by The Department for Business, Energy and Industrial Strategy (BEIS):



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- GDPR Article 6(1)(a) - *the data subject has given consent to the processing of his or her personal data for one or more specific purposes.*

This is on a voluntary consent basis does not affect your eligibility for works undertaken under the Scheme.

How long do you keep my information for?

We will only store your information for as long as is legally required or in situations where there is no legal retention period they will follow established best practice.

The retention for personal data stored securely by BEIS is a maximum of 25 years.

Who will you share my information with?

We may need to share your information with others to enable us to work together for your benefit.

We will only share information with third party partners if they have a genuine and lawful need for it. In some instances, this will be internal council services however, sometimes information will be shared with an external third party but only if they have a justifiable and lawful need for it.

We may share your information with;

- The Department for Business, Energy and Industrial Strategy (BEIS) contractors for delivery, administration and evaluation of the scheme, statistical, research and fraud prevention purposes,
- BEIS contractors and other government departments to review and develop government policy, and for research, evaluation and statistical purposes,
- Professional advisors and consultants,
- Central Government departments including but not limited to; Her Majesty's Revenues & Customs, Department for Work and Pensions, Health & Safety Executive.

For more information about how the Department for Business, Energy and Industrial Strategy, please see their privacy notice. <https://www.gov.uk/government/publications/social-housing-decarbonisation-fund/social-housing-decarbonisation-fund-privacy-notice>

Can request a copy of my records?

You can request what information Northumberland County Council holds about you. If you wish to see a copy of your records you should submit a Subject Access Request which is available through our website or by contacting the Information Governance Office. You are entitled to receive a copy of your records free of charge, within a month.

Do I have Other Rights?

Data Protection law gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office



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10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this notice, please tell us. Please contact the Data Protection Officer: informationgovernance@northumberland.gov.uk.

You also have the right to complain to the Information Commissioner's Office if you are unhappy with the way we process your data. Details can be found on the ICO website, or you may write to the ICO at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Email: casework@ico.org.uk