



Northumberland County Council

Warmer Homes Initiative

How we handle your information

General Statement

This Privacy Notice is designed to help you understand how Northumberland County Council which is a registered Data Controller with the Information Commissioner's Office (ICO), will handle your personal information for the Warmer Homes Initiative. It will outline why we ask for your personal information, detail the information we hold, how it is used, in what circumstances it is shared (and with whom) and how long it kept for, please see the contents section for more details.

All your personal information will be held and used in accordance with the Data Protection Act 2018, and the UK General Data Protection Regulation (UK GDPR), and we will explain below how you can exercise your rights under the UK GDPR. We will review this Privacy Notice on a regular basis, so we recommend that you occasionally review this notice to ensure you are aware of any changes.

The Warmer Homes Initiative primarily uses central Government funding that comes from the Department for Business, Energy and Industrial Strategy (BEIS). As such this privacy notice should be read alongside [the BEIS privacy notice](#).

Northumberland county council, the Local authority, is an independent controller for the personal data. For any information shared with BEIS, BEIS will also become an independent controller on receipt of any personal data shared with them. If you have any questions about this notice or our privacy practices, please contact us by emailing informationgovernance@northumberland.gov.uk

Why do we ask for your personal information?

We need to collect, process and store information about residents that engage with the Warmer Homes Initiative to enable us to provide you with a service. These may be written down records (manual records) or kept on a computer (electronic records).

We use your personal information to:

- Simplify our residents' interactions with schemes and accessing funding
- Check eligibility with schemes and funding streams accessible to Northumberland County Council
- Apply and access schemes and funding for residents
- Manage the complete end to end installation process
- Show the government that funding is being allocated to eligible households and is not being used fraudulently.

What information do we collect and hold?

We only process the minimum personal information and special category (sensitive) information required to deliver the Warmer Homes Initiative. We will only collect information that is necessary for the delivery and administration of the scheme. The personal information we will process includes:

- Name
- Phone number
- Email address
- Address and details of the property applying for funding (including EPC where available)



Northumberland

County Council

- Household Income and any other scheme eligibility information such as; benefits information, bank statements, P60's, pension documents etc.
- Proof of property ownership – land reg check/Mortgage statement/solicitor's letter
- Number of people in the household, including children and people over 65 years old.
- Details regarding your property (such as current heating source)

We may also process some sensitive information about you that is classed as 'special category' data, and which receives additional protections under law, and in terms of our processing of it. The special category (sensitive) personal information we process includes:

- Disability benefit information (this is only collected for the purposes of assessing your income for eligibility of the scheme)

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

In relation to the Warmer Homes initiative, the legal basis for processing your personal data is that the processing is necessary for the performance of a task carried out in the public interest. The specific public task is the delivery, administration, and evaluation of, as well as research and fraud prevention purposes, to schemes aiming at raising the energy efficiency of low performance homes. The public task duty ensures that public money is used responsibly for the function of the Government's Sustainable Warmth strategy and under fuel poverty and climate change legislation. Local Authorities that receive funding have the responsibility of ensuring that all installers or delivery partners collect and provide the information to perform the delivery of Sustainable warmth scheme. Details of the scheme are outlined in the Memorandum of Understanding which can be found at:

<https://www.gov.uk/government/publications/apply-for-the-sustainable-warmth-competition>

Under the Climate Change Act 2008 and the UK nationally determined contribution as part of the 2015 Paris Climate Agreement, the UK government has set legally binding targets to reduce carbon emissions. As a public sector body, NCC has a duty to help reduce emissions in line with these targets.

The following relevant policy has been created to help facilitate the Climate Change Act:

- Sustainable Warmth: Protecting vulnerable households in England (2021) - <https://www.gov.uk/government/publications/sustainable-warmth-protecting-vulnerable-households-in-england>
- Heat and Buildings strategy (2021) - <https://www.gov.uk/government/publications/heat-and-buildings-strategy>

Alongside this legal obligation, by signing up and applying to the Warmer Homes programme you have also given us consent to use your personal information.

For your special (sensitive) personal data, we must also have an additional legal basis to process it. We process this information on basis of having asked for and received your explicit consent to process your data for a specific purpose.

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.

As Warmer Homes initiative is utilising Government funding and grants, we must take extra precautions to ensure that there is no fraudulent use of this money.



Northumberland County Council

All data will be stored by the Warmer Homes Service (who sit within the Climate Change Team at Northumberland County Council) for a retention period 6 years from the end of the relevant BEIS funding phase. At the end of the retention period all personal data will be destroyed in line with the County Councils data destruction processes.

The Department for Business, Energy and Industrial Strategy (The Central Government department who have supplied the funding) will securely hold and retain fraud and non-compliance data for up to 25 years after the end of the funding period. BEIS may choose to store anonymised data beyond the legal retention periods. For further information on how BEIS use and store personal information, please see their [privacy notice](#).

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.

Northumberland County Council are legally required to protect the public funds we are responsible for administering, and we will share information with other bodies that are responsible for auditing or administering public funds, and those undertaking a public function to prevent fraud.

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 will only share your information with partners who have sufficient measures and procedures in place to protect your information. These requirements are set out in contracts, MOU's and data processing agreements with all partners, these must be signed and agreed to before we share any information.

We may share your information with;

- External contractors who have been procured by NCC to aid the delivery of Warmer Homes including retrofit assessors, co-ordinators and installers
- Landlords and lease-holders
- Professional advisors and consultants
- Central Government departments including but not limited to; Department for Business, Energy and Industrial Strategy, Ofgem and delivery partners of Central Government Home Energy schemes (such as Energy Company Obligation (ECO)) and Health & Safety Executive.
- Third sector and community organisations who can provide additional services for which we will gain your explicit consent.

Information will be processed within the UK and will not be shared with overseas recipients.

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:



Northumberland County Council

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
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 Warmer Homes Processing team at: warmerhomes@northumberland.gov.uk. **Please note that to restrict data sharing will prevent us from sharing sufficient information to process the grant application and supply the service you require.**

Data Protection Officer: informationgovernance@northumberland.gov.uk

Northumberland County Council (who are a registered Data Controller with the Information Commissioner's Office (ICO))

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