

Green Living Leicestershire Home Upgrade Grant Fair Processing Notice

This notice is to tell you about why we need your information and how we will handle it. This notice is for the delivery and administration of the Home Upgrade Grant (phase 2); a government funded scheme aiming to raise the energy efficiency of low energy performance homes which do not have mains gas for their primary heating. The Government funding is provided to Local Authorities who set up arrangement for consumer engagement and the delivery of installations in homes. The following organisations are separate data controllers who are processing your personal data under this scheme:

- LEICESTERSHIRE COUNTY COUNCIL will collect and use your data for funding compliance and reporting on the Scheme to the funding provider Department for Energy Security and Net Zero (DESNZ)
- The Midlands Net Zero Hub (MNZH) are part of Nottingham City Council. MNZH will use your data for funding compliance, to request approval for proposed measures and reporting on the Scheme to the funding provider BEIS (Department for Business, Energy and Industrial Strategy)
- YES ENERGY SOLUTIONS LTD will collect your data in order to confirm eligibility for the Scheme, provide customer support and advice about energy efficiency, and if eligible, refer your details into the relevant local authority scheme to enable a survey and installation to take place.

What Information do we need from you?

We need to know the following about you: name, contact details, address and details of your property, household income, benefit status and and relevant health data in some circumstances, details about the installation(s) installed at the property under the scheme, including type, size, cost and Trustmark registration.

Why do we need this?

We need this information so we can support the delivery and administration of the Home Upgrade Grant.

Why are we allowed to process your information?

Data protection law allows us to process your information within certain conditions. In this case we are using our official authority or performance of a public task as the lawful condition for us to do this. DESNZ also rely on your consent to contact you to take part in further research.

We also need an appropriate lawful reason to process any sensitive data, such as health data. In this case we are processing your sensitive personal data because of health or social care requirements or to support your eligibility for the scheme.

Who will we share this with?

Sometimes we need to share your information with others. We will only do this when it is necessary in order to offer you this service, or if we are required to do so by law. We do not plan to share it with anyone else or use it for anything else. When it is necessary, we may disclose your personal information to the following organisations:

- YES Energy Solutions Ltd
- The TrustMark Installation Contractor
- Department for Energy Security and Net Zero (DESNZ)

How will we keep it secure?

We will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Only the people who need to see your personal information will be allowed access to it. We will not send your information outside of the UK

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. For this service that would normally be 10 years.

What if something changes?

If the information you provided changes or your circumstances change, please contact YES Energy Solutions on 03309 126 199 (9am- 5pm, Monday – Friday) or email projects@yesenergysolutions.co.uk . If we need to change something like who we want to share this information with, we will contact you to let you know.

YES Energy Solutions privacy notice:

<https://www.yesenergysolutions.co.uk/privacy/leicestershire-council-hug2-customer-journey-support>

YES Energy Solutions Data Protection contact: dataprotection@yesenergysolutions.co.uk

What are your rights?

You may request to see a copy of the personal information we hold about you. The law also provides you with other rights regarding your information including some around; correction of inaccurate data, objection to processing, moving your information to somewhere else, and in some cases, getting your information deleted.

If you are unhappy with the way your data is being handled or if you need to contact Leicestershire County Council's Data Protection Officer, please contact the Information Governance Team:

informationgovernance@leics.gov.uk

If you are not satisfied with any response you may receive from us based on a complaint or concern about your personal information, you then have the option of contacting the Information Commissioners Office to take that complaint further. The Information Commissioners Office does like to see that you have raised a complaint with the Council first and received a response before contacting them. If you do wish to contact them, the address details can be found below:

The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Website: www.ico.org.uk

Email: casework@ico.org.uk