

## **Leicestershire County Council 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

### **Warm Homes – Energy Company Obligation (ECO Flex) Scheme & The Home Energy Retrofit Offer (HERO)**

#### **What Information do we need from you?**

For (ECO FLEX) We need to know the following about you: name, address, contact details, date of birth, property characteristics, and evidence of household income, Occupancy, tenancy ownership, or health conditions.

For (HERO) We need to know the following about you: name, address, contact details, date of birth, property characteristics, household income, health conditions.

#### **Why do we need this?**

We need this information to:

- assess your eligibility for energy efficiency measures available under the flexible eligibility criteria as part of the Energy Company Obligation scheme - (ECO FLEX)
- assess your eligibility for additional support to assess your home for energy efficiency assessment, home visit advice and energy efficiency measures available through a range of grants schemes. (HERO)

#### **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.

We also need an appropriate lawful reason to process sensitive data. In this case we are processing your sensitive personal data because of health or social care requirements.

#### **Who will we share this with?**

Sometimes we need to share your information with others. We will only do this when it is necessary to offer you this service, or if we are required to do so by law.

(HERO) Where we determine eligibility for free household assessment, and you consent to take up this offer we will pass your contact and address details to our delivery partner E.ON Energy Solutions Ltd and their subcontractor Energy Won UK Ltd.

(ECOFLEX & HERO) For reporting purposes we will share information to the Midlands Net Zero Hub and Department for Energy Security and Net Zero.

Where we identify relevant grants such as national offers administered via energy suppliers, these will be subject to their own terms and fair processing requirements.

**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 5 years, at which point the information would be reviewed.

**What if something changes?**

If the information you provided changes or your circumstances change, please contact [warmhomesinfo@leics.gov.uk](mailto:warmhomesinfo@leics.gov.uk) If we need to change something like who we want to share this information with, we will contact you to let you know.