

Sustainable Warmth Cumbria Grant

Privacy Notice

Carlisle City Council is committed to protecting the of the residents we are assisting through the Home Energy Grant process. This Privacy Notice is intended to inform you on how we gather, define and use your information. 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).

Transparency

Carlisle has a huge number of applications to process and a tight deadline for all applications to be assessed for eligibility by March 2023. We have decided to join forces to expedite the processing by splitting applications geographically, meaning your local district council will assess your application, but no data will be held and/or stored with the processing authority.

The information you give when you complete and return a form electronically or on paper will be held in accordance with the Data Protection Act 2018.

Carlisle City Council is required by law to protect the public funds it administers. In order to do this, we may share information provided to us with other bodies responsible for auditing or administering public funds, or were undertaking a public function, in order to prevent fraud.

NB: Your data will be shared with BEIS and BEIS will securely hold your data for 25 years. BEIS may choose to store anonymised data beyond the legal retention periods.

The Data Controller

The Data Controller is Carlisle City Council, and the processing districts are:

- Allerdale Borough Council
- Eden District Council
- Barrow Borough Council
- South Lakes District Council
- Carlisle City Council

Why are we collecting your personal information?

This privacy notice relates to the delivery and administration of the Sustainable Warmth Competition (the Scheme); a government funded scheme aiming to raise the energy efficiency of low energy performance homes (especially those rated at EPC Band E, F or G). The Government funding has been provided to Carlisle City Council to initiate arrangements for consumer engagement and the delivery of installations in the home.

What allows us to collect your personal information?

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 public task is the duty to ensure public money is used responsibly and functions under fuel poverty and climate change legislation.

What personal information will we collect?

The Sustainable Warmth Team will only collect information that is necessary for the delivery and administration of the scheme. Information collected may include:

- Name
- Phone Number
- Email address
- Address and details of the property applying for the funding
- Household income and any other scheme eligibility information such as benefit information and personal savings
- Any financial contribution (if a landlord) you have made towards the installation(s) under the Scheme
- Ownership status of property (Land Registry searches only carried out where consent has been provided on application form)
- Number in household including number of children

What will we do with your personal information?

We do not use your information for any other purpose other than that for which it was collected unless required to by law or in accordance with the Data Protection Act 2018 and UK GDPR.

If you apply for the Sustainable Warmth Grant, your personal information will or may be shared with BEIS, Registered Landlord (if applicable), Ofgem and delivery partners of Central Government Home Energy schemes such as the Energy Company Obligation and Renewable Heat Incentive.

We will only share your information with partners or suppliers who have sufficient measures and procedures in place to protect your information and can meet their legal obligations under data protection legislation. These requirements will be set out in contracts or information sharing agreements.

We will not share your information for marketing purposes, unless you have specifically given us permission to do so.

How long will we keep your personal information?

Your personal data will be stored securely by us for 10 years. Carlisle City Council will not process your personal data outside the UK and European Economic Area (EEA), or by an international organisation.

Your rights are:

- The right to be informed, this information is provided in this Privacy
- The right to access, this allows you to see the information we hold
- The right to rectification, if you feel the information, we hold is not accurate
- The right to restrict processing, this will depend on you the individual
- The right to data portability, this is where you acquire and reuse your own personal data
- The right to object, if your information is not being used for the intended purpose
- Rights in relation to automated decision making and profiling, gives you insight to know whether your data is being used in an automated process, which could result in unfavourable decisions being made about you

Changes

We may modify or amend this Privacy Notice at our discretion at any time. When we make changes to this notice, we will amend the last modified date at the bottom of the page. Any modification or amendment to this Privacy Notice will be applied to you and your data as of that revision date. If these changes affect how your personal data is processed, Carlisle Council will take reasonable steps to let you know.

Contact details

If you are not happy with how your data is managed by the council you can lodge a complaint with the Information Commissioner's Officer, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, (email: Casework@ico.org.uk).

If you would like further information of how your data is processed and rights you can contact Carlisle City Council, Civic Centre, Carlisle, Cumbria, CA3 8QG (email: dataprotection@carlisle.gov.uk).

If you interested in finding out more about the project you can contact the Department for Business, Energy and Industrial Strategy, 1 Victoria Street, London, SW1H 0ET (email: dataprotection@beis.gov.uk).