

Home Upgrade Grant (HUG2) privacy notice

Information held about you

Home Upgrade Grant 2 (HUG2) is a government scheme awarding grants to local authorities (LAs) for energy efficiency and clean heating upgrades in owner occupied and private rented sector fuel poor homes.

In order to provide access to Home Upgrade Grant 2 (HUG2) grant funding scheme it is necessary for us to collect and hold personal information about you. This information will include:

- Basic details about you such as name, gender, address, postcode and relevant contact information, (telephone number and/or email address)
- Contact we have had with you, such as home visits, meetings, telephone calls
- Certain sensitive information such as ethnic origin and physical or mental health information

Who is processing your data

All personal data held is processed in accordance with current data protection legislation. The data controller for the information outlined in this privacy notice is Stratford on Avon District Council.

Act on Energy are the data processors who will process your information on behalf of the council.

How we collect your personal information

We collect personal data directly from you from a number of sources including but not limited to:

- Via an enquiry
- Through your application form
- Via telephone calls
- Via emails
- When you provide your details to us either online or offline
- When you engage with us on social media

We may also receive your personal data from our delivery partners or government departments.

How we will use the information we hold about you

We will collect information about you (where applicable) to:

- Determine your eligibility under the Home Upgrade Grant 2 scheme
- Refer you to Act on Energy for grant support or intervention if necessary
- Provide evidence and assurance to the scheme(s) administrators that the council is operating as agreed

How the law allows us to use your information

The legal basis for processing the data is:

- It is necessary for the performance of a task carried out in the public interest by the council or in the exercise of official authority vested in the council
- Your consent, which you can withdraw at any time

Who we will share your information with

We may share your information with partner organisations, including:

- Selected delivery partners - these include energy companies and installers, who will use the information to inform delivery of their obligation or allocated funding. This will most likely involve liaising with you to arrange survey or inspection and if appropriate, installation of the relevant energy efficiency measure
- Other providers of support and advice, as agreed with you, who will use your information to contact you to offer additional services that you may benefit from

We will not normally share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations.

Any information which is shared will only be shared on a need to know basis, with appropriate individuals.

Only the minimum information for the purpose will be shared.

How long we keep your personal information

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept for seven years.

All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to contact and provide proof of identification to the Information Governance Team, Stratford on Avon District Council, Elizabeth House, Church Street, Stratford upon Avon, Warwickshire, CV37 6HX or email data.protection@stratford-dc.gov.uk

You also have a right to make a complaint about our handling of your personal data to the [Information Commissioner's Office](#).

Providing accurate information

It is important that we hold accurate and up to date information about you to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please tell us so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact the Private Sector Housing Team at psht@stratford-dc.gov.uk in the first instance.

You can also contact the Data Protection Officer at Stratford on Avon District Council, Elizabeth House, Church Street, Stratford upon Avon, Warwickshire, CV37 6HX or email data.protection@stratford-dc.gov.uk.

More information about data protection and how it applies to you can be found on the [Information Commissioner's Office website](#).

Service web page

[Energy and Warmth](#)