

ECO4 privacy notice

What personal data we may collect from you

The Energy Company Obligation (ECO4) is a government energy-efficiency scheme in Great Britain, designed to tackle fuel poverty and help reduce carbon emissions. ECO is an obligation placed on energy companies to deliver energy efficiency measures to domestic premises.

In order to provide access to ECO4 it is necessary for us to process 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)
- Certain sensitive information such as 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 Act on Energy.

Stratford-on-Avon District Council are the data processors who will process your information on behalf of the controller in order to provide access to ECO4 grant funding.

How we collect your personal information

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

- Via an enquiry
- Via a referral from a healthcare practitioner
- Via telephone calls
- Via emails
- When you provide your details to us or the data controller 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 process information about you (where applicable) to:

- Confirm your eligibility under the relevant scheme to the scheme regulator (OFGEM).
- 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

We must always ensure that processing your data is lawful, fair and transparent and complies with all the other principles and requirements of the UK GDPR. The legal basis for processing the data is:

- Your consent, which you can withdraw at any time by contacting Act on Energy.

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 measures.
- 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.

We will not collect any information in addition to the minimum required by OFGEM for confirming eligibility.

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 three years.

All information will be held securely and destroyed via confidential waste.

Your rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate.

You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

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

To withdraw your consent, you can contact Act on Energy by email at gdpr@actonenergy.org.uk.

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 Home Energy Team at home.energy@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.

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office. The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

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](#)