

## **Privacy Notice**

This privacy notice explains how we use any personal information we collect about you when you apply for programmes run by Warmer Worcestershire.

Worcestershire County Council is the controller for the Warmer Worcestershire programme

Our partner Act on Energy operate this programme on our behalf.

### **What information do we collect about you?**

Our partner are required to collect information about you and your home when you voluntarily complete application and feedback forms either over the phone or in person and make this data available to Worcestershire County Council when requested.

### **How will we use the information about you?**

- Assess your eligibility for grants and offers
- Process your application
- Offer additional energy advice on request
- Conduct data analysis on the users of this service to support the development of new services
- Maintain fraud prevention
- Contact you in the delivery of project services
- Provide progress reports to the funding organisations

The information you provide will be used by our partner listed above in order to deliver the programme support. The partner also has their own privacy notice which is available on request via [gdpr@actonenergy.org.uk](mailto:gdpr@actonenergy.org.uk)

### **Who do we share your information with?**

The information you provide will be held by Worcestershire County Council and Act on Energy and installers relevant to the completion of energy efficiency installs at your property.

Summary reports will be provided to Bromsgrove District Council, Malvern Hills District Council, Redditch Borough Council, Worcester City Council, Wyre Forest District Council and Wychavon District Council.

Act on Energy will notify you of a contractor who will be able to complete a technical survey for the installation of any energy efficiency measures prior to your contact details being shared.

Names and addresses will be shared with the relevant warranty provider for any installed energy efficiency measures to complete the application for the warranty documents.

If you are accessing Energy Company Obligation (ECO) funding the contractor will notify you of the Utility company that will have access to your details and the final reporting to the regulator Ofgem. At no time will your information be passed to organisations external to Worcestershire County Council for marketing or sales purposes or for any commercial use without your prior express consent.

**How long do we keep your data for?**

We hold your data for 6 years from the end of a defined project

**Further information**

For further information on how your information is used, how Worcestershire County Council maintain the security of your information, and your rights to access information held on you, please contact [dataprotection@worcestershire.gov.uk](mailto:dataprotection@worcestershire.gov.uk) or view Worcestershire County Council's Privacy Webpage - <http://www.worcestershire.gov.uk/privacy>

**Changes to our privacy policy**

We keep our privacy policy under regular review. This privacy policy was last updated on 15<sup>th</sup> June 2018.