

Annex 5: Privacy Notice between the Authority and Grant Recipient

Grant Recipient and Delivery Partner Employee Privacy Notice

WHO WE ARE

The Authority gathers and processes your personal data in accordance with this Privacy Notice and in compliance with relevant data protection law. Please carefully read this Privacy Notice to understand how we collect, process and share your personal data and the measures we take to protect it.

This Privacy Notice sets out how the Authority will use personal data relating to Grant Recipient employees, workers, agents and contractors and employees, agents, workers and contractors of delivery partners, where a delivery partner is procured by the Grant Recipient, where this personal data is provided by the Grant Recipients or delivery partners in connection with their expression of interest under the Warm Homes Local Grant (**WH:LG**), subsequent implementation of WH:LG, communications and relationship management and sets out your rights.

This Privacy Notice has been prepared in relation to compliance under Articles 13 and 14 of the UK General Data Protection Regulation (UK GDPR).

In this notice:

Grant Recipient means a local authority, Net-Zero Hub, or consortium expressing an interest under WH:LG;

the Authority means the Department for Energy Security and Net Zero.

HOW AND WHY WE USE YOUR PERSONAL DATA

Data subjects

The Authority will process personal data relating to a Grant Recipient's employees, workers, agents and contractors and, where a delivery partner is procured by a Grant Recipient, employees, workers, agents and contractors of the delivery partner.

The personal data

The Authority will process the following personal data:

- Names and contact details;
- Job role;
- Employer; and
- Contents of communications (e.g. email) to the extent this contains personal data.

Purpose

The purpose(s) for which the Authority is processing your personal data:

- **Relationship management:** utilising our in-house Customer Relationship Management (CRM) system to enable better relationship management;
- **Expression of interest:** in the consideration of the Grant Recipient's expression of interest;
- **Implementation under WH:LG:** in relation to the subsequent implementation under WH:LG if the expression of interest is successful; and
- **Communicating with you:** to communicate WH:LG updates, training notices, information on future schemes and opportunities and invitations to relevant events.

Legal basis of processing

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 performance of functions under s.31 of the Local Government Act 2003, the duty to ensure public money is used responsibly and functions under fuel poverty and climate change legislation.

Recipients

There are certain circumstances where we will transfer your personal data to third parties. These include:

- **Authority Delivery Partners and contractors** – any contractor or organisation the Authority appoints to act on their behalf in connection with WH:LG including to oversee the management and delivery of WH:LG projects.
- **Service providers** – Other third parties may process your personal data on our instructions. These include IT suppliers (including website and software providers), email management service providers, cloud hosting providers, database providers and backup and disaster recovery specialists.
Our suppliers and service providers will be required to meet appropriate standards on processing information and security when processing your personal data. The information we provide them, including your personal data, will only be processed in connection with the performance of their function. They will not be permitted to use your information for any purposes other than those outlined in this Privacy Notice.
- **Professional advisors** – we may also appoint third party professional advisors such as legal advisors. These third parties will act as independent controllers and will process your personal data in accordance with their own privacy notice.

Your personal data may also be shared by us in certain scenarios such as:

- where we are required to do so by law, for example by court order or to prevent fraud or other crime;
- if we are exercising our legal rights and / or defending a legal claim your information may be transferred as required in connection with defending such claim or exercising such legal rights; or
- to protect yours', ours' or others' rights, property, or safety.

Retention

Your personal data will be kept by us for a period of up to 8 years but no longer than needed from the date set for completing the implementation of the Grant Recipient's application under WH:LG or from the last provided update.

INTERNATIONAL TRANSFERS

As part of our IT infrastructure, your personal data will be stored in the UK on systems provided by our data processors - Microsoft and Amazon Web Services. This does not mean we actively share your personal data with these entities; rather, they are technical service providers who host infrastructure supporting our IT systems

YOUR RIGHTS

You have a number of rights in relation to our handling of your personal data. These rights are not applicable in all circumstances and exemptions may apply. Your rights may include:

- You have the right to request information about how your personal data are processed, and to request a copy of that personal data.
- You have the right to request that any inaccuracies in your personal data are corrected.
- You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.
- You have the right to request that your personal data are erased in certain circumstances.
- You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.
- You have the right to object to the processing of your personal data.

To exercise your rights please contact the Data Protection officer using the contact below:

CONTACT DETAILS

The data controller for your personal data is the Department for Energy Security and Net Zero (DESNZ). You can contact the DESNZ Data Protection Officer at:

DESNZ Data Protection Officer
Department for Energy Security and Net Zero
3-8 Whitehall Place
London
SW1A 2AW
Email: dataprotection@energysecurity.gov.uk

COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an UK independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

0303 123 1113

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

UPDATES TO THIS NOTICE

This Privacy Notice may change from time to time.

If we make changes to this Privacy Notice, the Grant Recipient will provide you with an updated version.

If we make a change that significantly affects your rights or, to the extent we are permitted to do so, significantly changes how or why we use your personal data, we will notify you by email or post if we hold your email address or postal address.

Last Updated: 27 February 2025

Annex 6: Template Privacy Notice guidance

Background

This document is for Grant Recipients under WH:LG (the Scheme). It provides guidance on requirements around privacy notice arrangements, as stated in paragraph 229. Annex 3, the Template Privacy Notice for installers, householders and landlords, is being shared with Grant Recipients as an optional aid to support this, but should be reviewed and amended as appropriate by the Grant Recipient.

Grant Recipients are responsible for ensuring installers and delivery partners collect and provide the appropriate information to meet the requirements specified by DESNZ (including for delivery monitoring e.g. as in paragraph 146 of the MoU, scheme evaluation and counter-fraud checks), and for sharing this data with DESNZ and its contracted parties under the provisions set out in the MoU and Data Sharing Agreement. Prior to collecting any data under WH:LG, Grant Recipients are expected to:

- Include DESNZ data collection requirements in all relevant contracts with installers and delivery partners, ensuring they understand and accept them.
- Ensure they display or make available the relevant DESNZ standardised Privacy Notice(s) to all data subjects, prior to the collection of data, to support compliance with data processing transparency requirements.
- Agree and sign a standardised Data Sharing Agreement; this document establishes the roles, process, scope, and purpose of sharing Management Information data between the GR and DESNZ and its appointed contractors.
- Demonstrate that there is sufficient resource in their expression of interest to manage delivery of the above requirements to an effective level of quality, and to maintain this for the full duration of the project.

Meeting the obligations set out above requires the processing and sharing of personal data. **Error! Reference source not found.** The UK General Data Protection Regulation (UK GDPR) requires that organisations that collect and process personal data from individuals must provide detailed and specific information in their privacy notices. A draft template of a privacy notice which Grant Recipients can use is provided at Annex 3 of this MoU – use of this document is optional, and if the template document is used it should be reviewed and amended by the Grant Recipient to align with its own data arrangements.

Any Grant Recipient privacy notice should link or attach the relevant DESNZ privacy notice. The DESNZ privacy notice relating to Grant Recipients and their contractors is at Annex 5, and will shortly be published alongside DESNZ privacy notice relating to end-user data at <https://www.gov.uk/government/organisations/department-for-energy-security-and-net-zero/about/personal-information-charter> (publication expected in March/April 2025). In the meantime, the template provided at Annex 3 indicates the purposes, legal basis and types of data that DESNZ expects will be covered in both privacy notices. To note, DESNZ reserves the right to amend its privacy notices from time to time.

As set out in ICO guidance, a privacy notice should include:

- The contact details of their organisation, and their data protection officer (if applicable).
- The purposes of processing the data.
- The lawful basis for processing the data.
- The categories of personal data obtained.
- The recipients of the personal data and who it will be shared with.
- Details of any international transfers.
- The retention period.
- The rights available in respect of the processing.
- The right to lodge a complaint to ICO.

Using the privacy notice

As outlined above, all individuals (data subjects) participating in WH:LG must have DESNZ and Grant Recipient privacy notices made available to them in advance of any data collection or processing. Data subjects may include households, landlords, installers, sub-contractors and other third-party organisations.

The way in which the privacy notices are provided to data subjects may vary by Grant Recipient delivery model. For example, privacy notices may be distributed directly to data subjects by Grant Recipients, or via installers and/or delivery partners. Regardless of the method by which the privacy notices are disseminated, Grant Recipients are responsible for ensuring that data subjects are shown valid privacy notices prior to the collection of their data.