

Privacy Notice GDPR

This Privacy Notice tells you what to expect when the Greater Lincolnshire Energy Efficiency Network, Lincs 4 Warmer Homes scheme collects and uses your personal data in accordance with the General Data Protection Regulation.

Data Controllers	<p>The Greater Lincolnshire Energy Efficiency Network local authorities:</p> <p>Boston Borough Council; City of Lincoln Council; East Lindsey District Council; Lincolnshire County Council; North East Lincolnshire Council; North Kesteven District Council; North Lincolnshire Council; South Holland District Council; South Kesteven District Council; and West Lindsey District Council.</p>
The purpose we are processing your personal data for is	<p>Running the Lincs 4 Warmer Homes (L4WH) energy efficiency scheme and associated projects to assist fuel poor households and people vulnerable to the cold.</p> <p>L4WH connects residents with private sector installers that are contracted to deliver energy efficiency improvements through the Government's Energy Company Obligation (ECO), including those eligible through receipt of qualifying benefits and through the councils' published Statement of Intent (SOI) for Local Authority ECO Flexible Eligibility. Other funding sources will also be sourced on behalf of residents (e.g. Government grants and Warm Homes Fund). Personal data is needed for L4WH to establish potential eligibility and make the appropriate referral(s); and without such data residents will not be able to access the scheme.</p>

Our contact details:	<p>Lincoln 4 Warmer Homes, New Oxford House, 2 George Street, Grimsby, North East Lincolnshire, DN31 1HB</p>
Using your personal information for other purposes	<p>We will not process your personal data for any other purpose than that for which it was collected, without first providing you with information on that other purpose and seeking your consent if applicable; except where we are required to disclose your personal data in accordance with legislation for example in relation to the prevention and detection of crime, counter terrorism, safeguarding, legal proceedings or to protect interests of you or another.</p>
Organisations acting on our behalf to process your personal data	<p>ENGIE Limited, who deliver North East Lincolnshire Council's (NELC) Home Energy Service, is co-ordinating L4WH on behalf of the participating local authorities through the Greater Lincolnshire Energy Efficiency Network (GLEEN)</p> <p>Once data has been passed on to a L4WH Framework installer to access the ECO scheme and other funding it will be used by them to establish eligibility for funding heating and insulation improvements.</p>
The fair and lawful basis we are processing your personal data on is	<p>For personal data:</p> <p>6(1)(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;</p> <p>For special category data (e.g. information about health conditions):</p> <p>9(2)(g) – processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide suitable and specific measures to safeguard the fundamental rights and interests of the data subject; and</p>
Am I required to provide my personal data	<p>There is no requirement to provide personal data but without it L4WH will not be able to process your enquiry and connect you with an ECO installer and/ or other funding provider(s) to progress an application for energy efficiency improvements to your property.</p>

Does the processing of my personal data involve automated decision-making, including profiling?	No
Who we will share your personal data with	<p>Data will be shared between Greater Lincolnshire Energy Efficiency Network local authorities, ENGIE Limited, L4WH Framework installers on a rotation basis, and funders (e.g. Government departments, energy suppliers and the Warm Homes Fund as required).</p> <p>If other services related to fuel poverty would be beneficial then signposting to the relevant local authority departments and other agencies will be made (e.g. Benefits or Citizens advice for benefit entitlement checks and Fire and Rescue for a Safe and Well Check).</p>
Transfers of personal data to a third country	Data is not routinely transferred to a third country by L4WH but it is possible ECO installers might need to pass data to the energy supplier(s) they receive the ECO funding from, who might be owned by a company registered in another country.
How long we will retain your personal data for	Data will be held by North East Lincolnshire Council on behalf of the Greater Lincolnshire Energy Efficiency Network for the current year plus six years from completion of the case.
What are my rights in relation to my personal data?	<p>You have the right to access the personal data we hold about you; to request we rectify or erase your personal data; to object to or restrict processing in certain circumstances; and a right of data portability in certain circumstances.</p> <p>More information on your rights can be found on the ICO website: https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/</p>
Who can I complain to?	<p>If you are dissatisfied with how we have processed your personal data you can contact the L4WH project coordinator to request an internal review. The project coordinator will in turn contact the Data Protection Officer for your own local authority.</p> <p>If you are dissatisfied with the outcome of the internal review, they have the right to appeal directly to the Information Commissioner for an independent review. https://ico.org.uk/concerns/</p>