

Privacy Notice for Climate Change and Energy Conservation

We aim to improve the thermal efficiency of properties and resilience to a changing climate for residents/properties within the district through financial assistance, education and advice.

Most of the personal information we hold about you is provided by you, however on occasions information about you may be provided by third parties who have sought your permission to share your information with us, for example Peabody (Home Improvement Agency), iChoosr (the intermediary for the Council's Collective Energy Switching Scheme, Energy Deal).

The information collected and held will vary and depend on the nature of the service. If you choose not to provide us with the information we ask for, in many cases, we will not be able to provide you with the service.

Processing activity - we will process personal information relating to:

- Provision of energy savings advice
- Energy Deal registrations/ assistance with switching energy providers through the Council's Collective Energy Scheme (Energy Deal)
- Referrals for financial assistance for insulation/ heating measures
- Renewable Energy Projects
- Monitoring/ reporting on schemes/ projects

Information requirements – our processing activities may include:

- your name
- address
- telephone number
- email address
- nationality
- date of birth
- unique identifiers (such as National Insurance Number)
- signature(s)
- medical and welfare details
- details of benefits received
- income details
- housing/ energy costs
- other occupants in your home (including children)
- property ownership
- satisfaction surveys

Lawful bases - our lawful bases for processing your personal information are:

- consent
- our legal obligations under the Home Energy Conservation Act 1995
- our legal obligation under the Warm Homes Energy Conservation Act 2000
- our legal obligations under the Climate Change Act 2008
- our legal obligation(s) under the Energy Performance of Buildings (England and Wales) Regulations 2012
- our legal obligation(s) under the Energy Efficiency (Private Rented Property)(England and Wales) Regulations 2015 - Minimum Energy Efficiency Standards (April 2016)
- our legal obligation(s) under the Housing & Planning Act 2016
- our legal obligations under the Clean Growth Strategy 2017
- necessary for the performance of a task in the public interest or in the exercise of official duties, or authority vested in us in accordance with the legislation referred to above

We will not generally rely on consent as a lawful basis for processing when we do so we will clearly tell you that we are seeking your consent.

Reasons for processing - some of the information that is collected and shared is classified as:

- special category personal data;

This is processed for reasons of substantial public interest under the laws that apply to us (see above) where this helps to meet our broader social obligations such as where it is necessary for us to fulfil our legal obligations and regulatory requirements. We have a data policy that sets out how this information will be handled.

Data processor - We use a number of external service providers to deliver our services such as loft/cavity/ external wall insulation, collective switching scheme and handy persons. These companies are data processors for us and only process personal information in line with our instructions.

Data sharing –your information may be shared with and/or obtained from:

- Dover District Council departments, External service providers, i.e. Energy Deal Scheme Intermediary
- Local authorities
- Kent County Council
- Kent Fire & Rescue Service
- Warm Home Scheme partners/ providers
- Energy Efficiency contractors
- Utilities
- NHS
- DFG Agents (disability facilities grants)
- Home support, carers, friends and relatives you and your household may have been living with
- Voluntary Sector organisations

We may rely on a number of exemptions, which allow us to share information without needing to identify a lawful basis for the sharing and without needing to provide you with information about the sharing. Please refer to the Kent & Medway Information Agreement for further details on our sharing arrangements.

Anonymisation

Your personal information may be converted ('anonymised') into statistical or aggregated data in such a way that ensures that you cannot be identified from it. Aggregated data cannot, by definition, be linked back to you as an individual and may be used to conduct research and analysis, including the preparation of statistics for use in our reports.

Right to object

Where processing your personal information is required for the performance of a public interest task (see our lawful bases above), you have the right to object on 'grounds relating to your particular situation'. We will have to demonstrate why it is appropriate for us to continue to use your personal data.

Changes to this Privacy Notice

We review this Privacy Notice regularly and will place updates on our website.

Please refer to our Corporate Privacy Notice at www.dover.gov.uk for further details of how we process your personal information and for details on your additional rights.