



Privacy Notice – Warm Homes Healthy People

Introduction

Warm Homes Healthy People have provided this privacy notice to help you understand how we collect, use and protect your information whilst we assess your eligibility for the schemes we deliver.

The document below will describe how we may collect and process your personal information.

The purpose of this document is to clearly acknowledge the Council's responsibilities in relation to the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Definitions

Personal Data means any information related to an identified or identifiable natural (living) person ('**data subject**') i.e. a person that can be directly or indirectly identified by reference to a name, ID reference number, email address, location data, or physical, physiological, genetic, mental, economic, cultural or societal identifier

Special Personal Data previously known as 'sensitive personal data', relates to race, ethnic origin, politics, religion, trade union membership, genetic data, biometric data, health, sex life or sexual orientation. Records of criminal personal data must also be treated in a similar way.

Data Controller determines the purposes and means of processing personal data.

Data Processor is responsible for any operation which is performed on personal data on behalf of the controller e.g. collection, recording, organisation, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or making available, alignment or combination, restriction, erasure or destruction.

Third Party is someone / somebody who is not the Data Controller, the Data Processor or the Data Subject.

Who we are

Warm Homes Healthy People is a Suffolk wide, multi-agency partnership comprising all of the districts and borough councils in Suffolk. The project aims to keep vulnerable households warmer and easier to heat, while increasing health and well-being.

The Council is the 'data controller' for the information which is collated and processed. This means we are responsible for deciding how we can use your

information. If you want more information regarding the services delivered, please go to our [website](#).

The Council regards lawful and correct treatment of personal information as critical to their successful operations, maintaining confidence between the Council and those with whom they carry out business. The Council will ensure that they treat personal information correctly in accordance with the law.

The services provided by the Warm Homes Healthy People service are discretionary.

The Data Protection Officer for ESC is Siobhan Martin, Head of Internal Audit, and can be contacted at dataprotection@eastsuffolk.gov.uk

How the law protects you

GDPR says that we are allowed to use personal information only if we have a proper reason to do so. More information on how the law protects you can be found on the [East Suffolk website](#).

Our Responsibilities

GDPR provides us with main responsibilities for processing personal data.

All personal information provided by you is held securely and in confidence by us in our computerised and other records. When we process your personal information, we do so in compliance with GDPR.

For further information on our responsibilities, please see the [East Suffolk website](#).

Your Rights

The GDPR provides you with the following rights:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making
9. The right to withdraw consent
10. The right to complain

Requests in relation to your rights with regards to the personal data we hold should be made verbally or in writing to the Data Protection Officer.

For further information on your rights, please see the [East Suffolk website](#).

Your responsibilities

You are responsible for making sure you give us accurate and up to date information, and to let us know if any personal information we hold is incorrect.

When do we collect information about you?

We collect information about you from different places, including:

- From yourself
- From your home survey
- From professionals, such as health workers, who you authorise to share information with us.

What information do we maintain?

The information about you which we will maintain will include:

- Name, address, date of birth
- House type and technical features (including number of bedrooms, type of walls and so on)
- Household income, benefits, savings and investments
- Household occupants

The sensitive information about you which we may maintain include:

- Health conditions in the household

How do we use your information?

We will be using your information to:

- Assess your eligibility for funding related to your needs.
- To enable our installers to survey your home.
- Report outcomes and other statistics to our partners and funders.
- We will not use your personal data for other purposes other than for what it was collated unless we have obtained your consent or for other lawful purposes (e.g. detection and prevention of fraud).

We do not use any automated decision making.

How long do we keep your information?

We will hold your information until no longer needed for scheme verification eligibility and audit purposes, or your application ends. In some cases where required by our funders, data is stored up to 6 years, for the purposes of occasional randomly selected audits by our funders. You can request that your personal information is deleted at any time. If you request for your personal information to be deleted before any eligibility check has been conducted, you may not be entitled to access any of our current funding opportunities.

Data Sharing

We will share your personal information with:

- Suffolk County Council (ICO registration no Z5113825), the primary fund holders of the Warm Homes Fund, and other members of the Suffolk Climate Change Partnership for reporting and audit purposes.
- Suffolk County Council's procured installers, Aran Services Ltd (ICO registration no Z8759909), and Aaron Services Limited (ICO registration no Z9902687). This is necessary for quotation and installation of works.
- Our funders for audit purposes, Affordable Warmth Solutions (ICO registration number Z1655808), National Energy Action (ICO registration

number Z847023X) and Ofgem.

Transferring your information overseas

Currently, we do not transfer any personal information outside of the European Economic Area (EEA).

National Fraud Initiative (NFI)

We may share information provided to us with other bodies responsible for auditing, or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For further information, see the [East Suffolk website](#).