

# Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to share onwards with Happy Energy Solutions, or other approved suppliers, in order to offer and check eligibility for grants and/or installations and to complete certain duties placed upon the council by Central government.

Date of Issue: 14 March 2019

Update History:

14 March 2019	First issue of a new Privacy Notice
13 April 2022	Minor amendment to contact details of the Data Protection Officer

Directorate: Environment  
Service: Public Protection Partnership  
Team: Energy and Programme Delivery

## About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council  
Market Street  
Newbury  
Berkshire  
RG14 5LD

ICO Registration Number: **Z6825178**  
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

## The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:  
[www.westberks.gov.uk/dpofficer](http://www.westberks.gov.uk/dpofficer)

## What data will we collect about you?

Data collected will be for the purpose of sharing onwards with the Council's approved supplier.

We collect:

- Name
- Address
- Contact details: phone number, e-mail address
- Household Income
- Benefits received
- Property details
- Works required
- Tenure of property
- Landlord details
- Eligibility Decision

“Special Category” (or sensitive) Personal Data about your physical or mental health may be shared between the council and its approved supplier.

### **What will we use your data for?**

The Council will solely use the data you give us to complete a referral to Happy Energy Solutions to help identify grants and other sources of support you might be eligible for. We may also provide anonymized or pseudonymised data to the supplier.

Happy Energy Solutions provide their own privacy statement about what happens when they take possession of your personal data. You can read it here <http://happyenergy.co.uk/legal/>

### **Who will see your data?**

The information you give the council will only be held by the Energy and Programme Delivery team, only for so long as it is needed to complete the referral, and only for that purpose.

The only other occasion we might share your data with another organisation is if we are required to do so (for instance, sharing with the police if they can show it will help with preventing or investigating a crime).

### **Why do we do this?**

We do this to help you find sources of support such as grants and assistance with installations, with the aim of reducing fuel poverty. You don't ever have to give us your personal data for this purpose, it's your choice.

If you decide not to give us the data, the Council won't be able to make the referral, meaning its approved supplier won't be able to assess your circumstances for eligibility.

Where we process your personal data, we need to do so under a legitimate basis that is listed in the GDPR (Data Protection legislation).

In this case, the council is using Article 6(1)(c) of the GDPR. In other words, we are processing because the local authority's role in working out eligibility for assistance with

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fuel poverty is set out in legislation (The Electricity and Gas (Energy Company Obligation) Order 2018). Addressing fuel poverty is in the public interest and so the council is acting as a public authority in those interests (Article 6(1)(e)).

Where we share your special category (or sensitive) data, we do so because you have given us permission to do so (Article 9 (2) (a)).

### **How long will your data will be kept?**

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule ([www.westberks.gov.uk/retention](http://www.westberks.gov.uk/retention) ).

### **How is your data stored and processed?**

Your data will be held on the Council's secure computer network, only for as long as is necessary to make the referral, and will be protected using up-to-date technical and organisational security measures.

### **Transfer overseas**

Your data will not be stored or sent outside of the UK.

### **Your rights**

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form ([www.westberks.gov.uk/dprequest](http://www.westberks.gov.uk/dprequest) ) that also allows you to make a request for us to take action about something.

### **Complaints**

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/> ), but you can also do so in writing to:

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

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