



## Home Energy Efficiency Referrals Privacy Notice

### Data Controller

Inverclyde Council is the Data Controller. Inverclyde Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Our head office is located at Municipal Buildings, Clyde Square, Greenock, PA15 1LY.

### Data Protection Officer

If you would like to contact our Data Protection Officer about a data protection matter, please contact the Information Governance Team using the contact details for the Council set out above or by email at [dataprotection@inverclyde.gov.uk](mailto:dataprotection@inverclyde.gov.uk).

### What information do we need?

We collect and process the following information:

- name
- address
- contact details e.g. phone or email address
- date of birth

We may also collect and process sensitive information that includes:

- health information

Inverclyde Council obtain your details as a referral from the Energy Savings Trust if you have requested to join one of our energy efficiency schemes or if you have applied to the Energy Savings Trust for a loan towards funding energy efficiency measures approved through one of our schemes.

### Why we need this information?

Your information is being collected to use for the following purposes:

- operation of energy efficiency schemes including assessing eligibility, managing property surveys and arranging installation of measures e.g. insulation
- ensuring that funding is in place to cover installation measures
- reporting property level scheme outcome information to the Energy Savings Trust
- contacting you by post, email, or telephone
- maintaining our records

### Legal basis for collecting and using information

Inverclyde Council collect and process information about you so that the Council can carry out its functions as a Local Authority. Processing is necessary for the performance of a task carried out in the public interest by the Council. The law gives certain types of information special significance because of its sensitivity e.g. health information. If we process this type of information about you we do so for reasons of substantial public interest as set out in the Data Protection Act 2018. It is necessary for us to process it to carry out key functions as set out in law.

### What will we do with your information?

All of the information we collect from you will be processed by staff in the United Kingdom.

Inverclyde Council will sometimes need to share information internally as well as with other organisations, such as the recipients or categories of recipients listed below:

- data processors including our delivery partner and the relevant installer(s)
- Energy Savings Trust

Inverclyde Council will only share information with these organisations where it is appropriate and legal to do so.

In general the Council does not transfer personal data outside either the UK or the European Union and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EU when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

### How long will we keep your information?

The Council maintains a Policy for the Retention and Disposal of Documents and Records Paper and Electronic which sets out how long we hold different types of information for. This is available on the Council's website at [Data Protection Policy - Inverclyde Council](#) or you can request a hard copy from the contact address previously stated above.

Inverclyde Council will hold your personal information for a period of 6 years from the end of the year in which the referral was received.

### Your Rights

Your personal data belongs to you and you have the right to:

- withdraw consent at any time, where the legal basis specified above is consent
- request access to your personal data
- object, where the Legal Basis specified above is: i) public task or ii) legitimate interests
- data portability, where the Legal basis specified above is i) consent or ii) performance of a contract
- request rectification or erasure of your personal data, as so far as the legislation permits
- restrict processing in certain circumstances, for example if the information is not accurate

### Complaints

In addition, if you are unhappy with the way the Council have processed your personal data you have the right to complain to the UK Information Commissioner who can be contacted as follows:

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

Phone: 0303 123 1113 or visit the Information Commissioner's Office's website –[Information Commissioner's Office \(ICO\)](#) but you should raise the issue with the Council's Data Protection Officer first.

### Automated Decision Making

We will not use your data for any automated decision making.

### More information:

For more details on how the Council processes your personal information visit [Privacy - Inverclyde Council](#).

If you do not have access to the internet you can contact the Council via telephone to request hard copies of our documents.