

Retrofit Engagement Scheme - Privacy Notice

Who the Council is and what the Council does

The Cotswold District Council is a data controller under the Data Protection Legislation (UK General Data Protection Regulation and the Data Protection Act 2018). The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our service. We may update this privacy notice from time to time. When we do this, we will communicate any changes to you and publish the revised privacy notice on our website

Retrofit is the industry term for making energy efficiency improvements to your home, which will also reduce carbon emissions. It can involve adding insulation to your loft, walls and floors, upgrading windows and doors, improving services such as heating, hot water and lighting and adding renewables to your home.

Any questions regarding our privacy practice should be sent to:

Data Protection Officer (DPO)
Cotswold District Council
Council Offices, Cirencester, GL7 1PX
Email: data.protection@cotswold.gov.uk
Tel: 01993 861194

Why the Council needs your information and how the Council uses it

The purpose of this Retrofit Engagement scheme survey is to understand more about your motivations for improving the energy efficiency of your home and what would help you to do so. Our aim is to provide a local retrofit scheme that can offer useful, high-quality support, for example tailored information, retrofit plans or financial incentives. Improving the energy efficiency of homes and increasing uptake of low carbon heating solutions is an important part of Cotswold District Council's Climate Strategy to decarbonise the district.

The purpose for which we are processing your address data is so that we can combine your survey responses with information you previously provided in your application for the Retrofit Engagement Scheme, like your home's Energy Performance. The Retrofit Engagement Officer will receive and review the survey results. This information will give us a better understanding of your retrofit interests and needs.

What type of information is collected from you

In order to administer our Retrofit Engagement Scheme, the Council collects the following information from you:

- Name, address, phone number, email address, address information
- Property ownership information
- Current EPC rating of your home

- Building type, general build specifications
- General fuel/energy & heating information

What is the legal process for collecting and processing this data

- UK GDPR Article 6(1)(c) - processing is necessary for compliance with legal obligation to which the Council is subject (this is limited activities on our Council website (cookies))
- UK GDPR Article 6(1)(e) - processing is necessary for the performance of a task carried out in the public interest in the exercise of official authority vested in the Council

Who your information may be shared with (internally and externally)

We will only share the minimum information for each circumstance. We may use third party suppliers to provide services. These suppliers process personal data on our behalf as “processors”. They are only permitted to process your data for the lawful purpose for which it has been shared and in accordance with our instructions.

When we share personal information with third parties, we only share such information as required for the specific purposes, and we take reasonable steps to ensure recipients shall only process the information in accordance with those purposes. An example of who we may share your information with is below:

- We use Microsoft Forms to send surveys to participants. Their servers are based in Europe and they uphold the EU Privacy Shield to certify their data security.

Your information will not be passed on to any third parties without your consent.

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. Anonymised 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.

How long the Council keep your information (retention period)

The information you provide as part of your request will be retained in accordance with the Council Retention Policy schedules.

The Council has retention schedules in place to ensure that information is only held for as long as it is needed. We will not keep your information for longer than is required to by law.

Your information will be disposed of in a controlled and secure manner in accordance with the Council's Policy.

How the Council protect your Information

All the information The Council collects is stored securely on our IT system and manual filing systems. The Council has strict procedures for the way this is done. Any and all information about you is treated as confidential and with respect. There are also clear rules and guidance about storing, recording and sharing information which staff receive training on.

The Council will not transfer your personal data outside the EU without your consent.

The Council has implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.

Please note however that where you are transmitting information to us over the internet this can never be guaranteed to be 100% secure.

The Council will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

Your rights

You have rights under the Data Protection Legislations:

- to access your personal data
- to be provided with information about how your personal data is processed
- to have your personal data corrected
- to have your personal data erased in certain circumstances
- to object to or restrict how your personal data is processed
- to have your personal data transferred to yourself or to another business in certain circumstances
- to be told if the Council has made a mistake whilst processing your data and the Council will self-report breaches to the Commissioner.

How you can access, update or correct your information

The Data Protection law gives you the right to apply for a copy of information about yourself. This is called a 'Subject Access Request'.

If you wish to see a copy of your records you should contact the Data Protection Officer. You are entitled to receive a copy of your records free of charge, within a month.

The accuracy of your information is important to us to be able to provide relevant services more quickly. We are working to make our record keeping more efficient. In the meantime, if you change your address or email address, or if any of your circumstances change or any of the other information we hold is inaccurate or out of date please email us or write to us at:

Retrofit Engagement Officer
Cotswold District Council
Council Offices, Cirencester, GL7 1PX
Email: customer.services@cotswold.gov.uk

Further information

If you would like to know more about how the Council uses your information, or if for any reason you do not wish to have your information used in any of the ways described here, please tell us. Contact the Data Protection Officer at data.protection@cotswold.gov.uk

You can also complain to the Information Commissioner: <https://ico.org.uk>

The Council reserves the right to update this privacy notice from time to time by publishing a new version on our website.