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Service Area: Housing
Work Area: Private Sector Housing
Contact Details: 01443 811378
Privatesectorhousing@caerphilly.gov.uk
Privacy Notice Name: Energy Company Obligation Local Authority Flexible Eligibility Scheme Route 4
Description of Privacy Notice: This privacy notice will describe how we intend to process your data in regard to delivering the ECO4 Flexible Eligibility scheme.

How we will use your information

Source and type of information being processed

Categories of personal data obtained

Caerphilly County Borough Council has obtained the following categories of your personal data:

- Name
- Address
- Date of birth
- Proof of identity
- Copies of documents showing proof of benefits and income
- Phone number
- Email address
- Financial amount contributed to the cost of installation

Source of the personal data

This information has shared with Caerphilly County Borough Council by another organisation as detailed below:

Your information was given by the energy installers/contractors.

If you would like further information on the source of this information please contact Caerphilly County Borough Council. You may be required to apply for this information as a Subject Access Request.

Your Obligations

You have an obligation to provide the information requested

There is a contractual obligation / requirement for you to provide the information requested as detailed below:

There is a contractual obligation to provide your information to receive the ECO scheme benefits.

Consequences of not providing the information requested

Failure to provide your personal data will mean that we will be unable to process your application.

Purpose and legal basis for using your information

Purpose of processing

Upon receiving your personal data from the energy installers/ contractors will use your personal data to:

- support the delivery, monitoring, and administration of the ECO4 Flexible Eligibility scheme.
- fulfil our responsibilities for determining whether households are eligible.
- to produce declarations for all eligible households that we identify.
- to comply with mandatory Ofgem checks for the duration of, and after the scheme closes.

Legal basis for processing

There is a public task obligation to process your information detailed below:

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

1(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Mr Carl Evans
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.

Details of main users of your information

Private Sector Housing

Details of any sharing of your information with other organisations

Your personal data will be shared with energy suppliers and their installer/contractors and the Office of Gas and Electricity Markets (OFGEM), who administers the scheme on behalf of the Department for Energy Security and Net Zero (DESNZ), who set the overall policy for the scheme.

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice.

We will hold your data for 6 years following the completion of energy efficiency measures.

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection legislation

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

How we will use your information

Caerphilly County Borough Council has obtained the following categories of your personal data: Name, address, date of birth, proof of identity, copies of documents showing proof of benefits and income, phone number, email address, financial amount contributed to the cost of installation. Your information was given by the energy installers/contractors. We are processing your data to support the delivery, monitoring and administration of the ECO4 Flexible Eligibility scheme. We will hold your data for 6 years following the completion of energy efficiency measures. Our legal basis for processing your data is public task.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[{Hyperlink to Full Privacy Notice on our website}](#)