

Privacy Notice for Norfolk Warm Homes

What this document is for

This privacy notice provides details on how we, Broadland District Council, use your personal data for the Norfolk Warm Homes project. Broadland District Council lead this project on behalf of the Borough Council of Kings Lynn & West Norfolk, North Norfolk District Council, Breckland District Council, Norwich City Council and South Norfolk District Council. For further details about the Norfolk Warm Homes project visit: <https://norfolkwarmhomes.org.uk/>.

The Council use your details to process your eligibility and grant for energy efficiency improvements in order to meet the scheme requirements, as set by our funder: The Department of Energy Security and Net Zero (DESNZ). By 'use' we mean the various ways it may be processed, including storing and sharing your information.

The Council is what is known as the 'Data Controller' for your data.

Further details

We also provide further details in our general privacy notice on our website: <https://www.southnorfolkandbroadland.gov.uk/data-protection/broadland-district-council-data-protection> including your rights under the UK General Data Protection Regulation (the UK GDPR) and how to exercise them, and how to contact the Data Protection Officer.

What we use your information for

The Council will collect and use your personal data to:

- Informally assess your eligibility for the scheme on your first contact with us.
- Contact you if we do not receive a completed application within 10 working days of sending an application form to you or if there is any issue with your application.
- Contact you to advise you of the outcome of your application and where appropriate, to formally verify your household's eligibility for the scheme.
- Provide you with progress updates on your application and the works to be undertaken.

- Provide returns to our funding provider in relation to those that we assist through the scheme (DESNZ).
- Lodge the necessary details of installations with Trustmark (detailed elsewhere on this Notice).
- Arrange home visits, assessments and installations, via Council officers or our vetted contractors.

What personal data we collect and use about you

If you are the owner/occupier, tenant or landlord, we will collect and use the following information about you:

- Name
- Address
- Telephone number
- Email address
- Property ownership (HM land registry, title deeds or solicitor letter).

If you are a landlord, in addition to the above, we will use the following information about you:

- Proof of property portfolio. We need to know the number of properties owned by a landlord, their business(es) and spouse/partner.

If you are an **owner/occupier or tenant** we will collect the following additional information about yourself and adults living in your property based on your route of eligibility:

Eligible Route	Proof of eligibility
1. You have been advised that your household falls within a nominated postcode/ IMD area 1-3 in a privately owned/privately rented property.	✓ To verify that you are living at the property you must provide a recent bank statement or council tax bill.
2. Gross annual household income 36k or less including all benefits received except from disability benefits AA, DLA, PIP.	✓ 3 months of recent itemised bank statements to evidence all financial transactions from all accounts and for all occupants .

	<ul style="list-style-type: none"> ✓ If you are currently employed, 3 months of recent payslips. ✓ Self-assessment tax returns (if applicable). ✓ P45 or P60 document (if applicable).
3. Households where after paying their housing costs (mortgage or rent) would be below £20,000.	<ul style="list-style-type: none"> ✓ Mortgage statement/ rental agreement ✓ 3 months of recent itemised bank statements to evidence all financial transactions from all accounts and for all occupants. ✓ If you are currently employed, 3 months of recent payslips. ✓ Self-assessment tax returns. ✓ P45 or P60 document.
4. Owner-occupier in receipt of a means tested benefit:	<ul style="list-style-type: none"> ✓ Means-tested benefit award letter.

Alongside the above, we will also collect details regarding your household occupancy and whether you have any plans for building or renovation works.

Who provides this information

All information will be provided by you as the applicant for funding. A HM Land registry check will be conducted by the Council as part of the application process. Our contractors may also share personal information following a home assessment.

How we share your information

Your personal data will be shared with DESNZ for auditing and reporting purposes, as required by the funding agreement. To find out more about how DESNZ use your data, view their Privacy Notice by visiting our website: <https://norfolkwarmhomes.org.uk/privacy-policy>.

In order to lodge an installation with Trustmark Data Warehouse, we share relevant data with TrustMark. Further details on how TrustMark handles your data can be found: <https://www.trustmark.org.uk/business/data-warehouse>.

Following the receipt of a successful application, the Council will share your name, address, and contact details to the following vetted contactors:

1. The Council's nominated Domestic Energy Assessor to arrange and undertake a pre and post assessment Energy Performance Certificate.
2. The Council's nominated contractor(s) to arrange and undertake a retrofit assessment of your property to determine required works. This information is shared with the Retrofit Coordinator who will work alongside the installing contractor(s) and following completion, will lodge works on TrustMark.
3. The nominated contractor(s) who will survey for the suitability of energy efficiency measures, and the completion of works following your acceptance and approval from DESNZ and the Council.

Any information which is shared will only be shared on a need-to-know basis, with appropriate organisations / individuals. Only the minimum information for the purpose of providing you with support will be shared.

How the law protects you and the legal basis for processing your information

We have legal grounds under the UK GDPR to process this information because it is necessary for the performance of a task carried out in the public interest and the task or function has a clear basis in law.

How long will we (the Council) keep your personal information for

Once you are declared eligible for funding and have had a home assessment carried out, the information you provide will be held securely by us for a period of no longer than **7 years** following the payment of services.

If your application is unsuccessful or you do not proceed with a home assessment, we will destroy any personal information held within three months.

If you do not return a completed application form to us within three months of Broadland District Council issuing the application, we will destroy your personal information.

In the event that maximum capacity for funding is reached, we will retain your personal information in order to contact you about any available grant openings or potential future funding opportunities. Your information will be retained for the duration of the current HUG2 scheme (31st March 2025) plus three months. If funding does not become available or we do not hear from you after making contact, we will destroy your personal information by the 1st July 2025.

You will be notified if your application is unable to proceed under the timescale of the HUG2 timeframe.

How we keep your information

The information is stored electronically, on the Council's network including records management systems and within a case file stored in our secure council building.

Changes to this notice

We may amend this privacy notice at any time so please review it frequently. The date below will be amended each time this notice is updated.

This notice was updated in April 2024.