

Privacy Notice – Healthy Homes Service Retrofit Demonstrator Scheme

Calderdale Metropolitan Borough Council of Town Hall, Crossley Street, Halifax, HX1 1UJ is registered with the Information Commissioners Office (ICO) under the provision of the Data Protection Act 2018. The Council takes its responsibilities as Data Controller under the Data Protection Act and UK GDPR very seriously. This privacy notice explains how your personal information will be processed by Calderdale Council's Healthy Homes service in respect of the Retrofit Demonstrator scheme.

The type of information we will collect:

We collect the following types of information from you directly or from third parties:

- personal information (such as name, address, contact details, date of birth)
- special category characteristics e.g. long-term health conditions
- Employment status
- Property information including number of occupants and ownership status
- Landlord name and contact details if applicable
- Household income and financial information such as benefits and tax credits and other income you receive such as savings and investments
- Dates of any planned absences/holidays away from the property

Why we collect and hold this information

- To process energy efficiency grant assistance including arranging a survey of your home to prepare a specification of suitable works, putting works out for tender, assisting you with any paperwork required such as applying for Building Regulation approval, to check work is carried out to a good standard and ensure appropriate certificates/guarantees are provided.
- To provide information and advice in respect of Energy Efficiency schemes, Renewable Energy, saving money on fuel bills, and where to find support, information and help towards energy costs
- To provide information and referrals in respect of charitable organisations who provide financial assistance, Credit Union loans, Equity loans and Home Appreciation loans
- to help prevent and detect fraud (under the National Fraud Initiative)
- To help us assess the effectiveness of the service and to plan and improve future services.

Sharing your personal data

Your information may be obtained from, and shared with, the following types of organisations/services as appropriate:

- Calderdale Council's Council Tax service
- Other internal services such as Environmental Health if you wish to receive support from them

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- External agencies such as Charitable Organisations and Credit Unions if you agree to be referred to them for assistance
- Professional advisors and contractors used to quote for and carry out work
- West Yorkshire Combined Authority for the purposes explained at the end of this privacy notice.

We will only ever share relevant information about you with third parties where there is a legal basis for us to do so.

The lawful basis for the processing your data

We process personal information and special category data under the following GDPR lawful bases:

- Article 6(1)(b) – processing is necessary to take steps at your request to enter into a contract for this service, or for the performance of a contract to which you are party
- Article 6(1)(c) – for compliance with a legal obligation to which the controller is subject as above
- Article 6(1)(e) – for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller
- Article 9(2)(g) – processing is necessary for reasons of substantial public interest (with a basis in law)
- DPA 2018 Schedule 1 Part 2 – conditions (14) preventing fraud and (16) support for individuals with a particular disability or medical condition

Retaining your personal information

Personal information in respect of initial enquiries will be kept for 12 months from the date of last contact, and where energy efficiency grant assistance has been agreed the information will be kept for 7 years from the date of completion of the works, and then securely destroyed.

Your rights

The GDPR provides the following rights for individuals. Not all rights are absolute and therefore will only apply in certain circumstances:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

You also have the right to complain to the Data Protection Officer if you feel that your data has not been handled in accordance with the law. The Council's Data Protection Officer can be contacted at information.management@calderdale.gov.uk.

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You also have the right to lodge a complaint with the Information Commissioner's Office at www.ico.org.uk

Personal data shared with West Yorkshire Combined Authority

Where personal data is shared with West Yorkshire Combined Authority, they become the 'controller' of that data under the UK GDPR (registration no. ZA051694). The Combined Authority will process this data on the basis of 'public task' for the below purposes.

- The first is to monitor the progress of this programme and check that the funding is being used in line with the funding agreement.
- The second is to provide added value for participants by providing a streamlined support experience. The Calderdale area based demonstrate scheme is one of several projects that aim to provide West Yorkshire residents with opportunities to make their homes more energy efficient. By joining this scheme, your data will be stored securely in the Combined Authority's customer database for the duration of the Home Energy West Yorkshire programme, and third parties contracted to provide sustainability support throughout the programme will have access to it, to make the support process more joined-up and efficient for participants.
- The third is to assess the impact of the scheme, which can inform developments or improvements to it and other projects within the programme. At the end of the scheme, there will be an evaluation to judge its overall success and allow the Combined Authority to learn lessons on how future schemes can be improved. Personal data will be made available to a contracted evaluator for this purpose.

Further information, including contact details for the DPO and information on your rights under the UK GDPR, can be found on the Combined Authority's privacy notice:

<https://www.westyorks-ca.gov.uk/footer/privacy-notice-and-cookie-policy/>