

YES Energy Solutions Privacy Notice Central & Southern Lincolnshire Warm Homes Local Grant scheme

Date of Privacy Notice: 12/03/2026

Who this notice applies to?

This notice applies to householders, and their nominated representatives, living in the following council areas. The councils are working together to improve energy efficiency and reduce carbon emissions in low-income homes by funding measures such as insulation and low-carbon heating.

- West Lindsey District Council
- North Kesteven District Council
- South Kesteven District Council
- City of Lincoln Council

WLDC is the lead council for the scheme and is the primary council contact point for data protection queries about council-held scheme information

YES Energy Solutions' role in the scheme.

YES Energy Solutions (YES) works with the councils to deliver the scheme in partnership and reports scheme outcomes to West Lindsey District Council (WLDC) as the lead council. Each organisation is an independent data controller for the data it holds.

Why do we process your data?

We use your personal information to manage your enquiry and support you through the Warm Homes Local Grant (WHLG) customer journey – from initial contact, through eligibility checks and arranging surveys, to installation and aftercare where applicable.

We process personal information to:

- receive and manage enquiries and referrals, and keep in touch with you about your application and next steps;
- confirm eligibility and gather evidence required for WHLG funding (for example benefit/household evidence where relevant);
- arrange surveys, assessments and appointments, and manage the works process (including using approved subcontractors where needed);
- prepare and exchange quotations, approvals, completion documentation, and (where relevant) invoices connected with funded measures;
- report progress through the customer journey and meet scheme reporting requirements (including reporting required by DESNZ / the managing hub via the Councils);

- provide tailored energy efficiency advice and support linked to the scheme;
- handle enquiries, complaints and safeguarding/quality matters connected with delivery;
- meet our obligations in relation to data subject rights requests and incident management under our WHLG arrangements.

What data do we process?

We collect and use personal information to manage your enquiry and support delivery of the Warm Homes Local Grant (WHLG) scheme.

This may include:

- identity and contact details (for example name, address, date of birth, telephone number, email address);
- information needed to confirm eligibility for WHLG funding (for example evidence of income or benefits, and supporting documents such as council tax / land registry evidence where relevant);
- information about your property and the measures proposed or installed (for example energy usage, survey details, appointment records, and completion/quality documentation);
- communications with you (for example emails, letters and notes of telephone calls); and
- where relevant, limited information about health or access needs to help us arrange surveys or works safely and appropriately.

How do we receive your data?

We typically obtain your information directly from you, from West Lindsey District Council (WLDC) as the lead council for the scheme, and from a representative acting on your behalf where authorised.

Who do we share your data with?

We may share your information with:

- the relevant local authority/council(s) involved in administering the scheme;
- government departments and scheme administrators where required for funding, monitoring and audit (e.g., DESNZ / programme administrators);
- YES Energy Solutions Energy Saving Advice service where you consent to be referred;
- our approved delivery partners and subcontractors who carry out surveys and installations on our behalf;

- scheme assurance and audit bodies where required (for example programme reporting to government and scheme administrators); and
- our IT and systems service providers who support our secure storage, communications and case management.

We do not sell your personal information.

Lawful basis

For WHLG delivery, councils rely on Public Task as the lawful basis for processing; YES Energy Solutions processes your personal information to take steps at your request and to deliver the survey and installation service you agree to in the Contract.

Each organisation is responsible for determining and documenting its lawful basis for the data it holds.

We may also process some information where necessary for our legitimate interests in delivering and managing the scheme safely and effectively (for example quality assurance, handling complaints, and maintaining appropriate records), provided this does not override your rights.

If you choose to share health/access needs, we will only record what's necessary for safe access and may ask for your explicit consent to share it with installers.

How we store your personal information

YES keeps WHLG scheme records for up to 12 years and then securely deletes or anonymises them, unless we need to keep specific records for longer to comply with the law or to deal with queries, complaints or legal claims.

As WHLG involves more than one organisation, each independent data controller applies its own retention schedule to the information it holds. Council-held monitoring information may be retained for a shorter period.

Your data protection rights

Under data protection law, you have the following rights:

Right to be informed	You have the right to know how and why we process your personal information.
Right of Access	You can request copies of personal information, also known as a SAR.

Right to Rectification	You can request correction of inaccurate or incomplete information.
Right to Erasure	Erasure may be limited depending on why we must keep the data (e.g. legal obligations/claims).
Right to Restriction of Processing	You can request restriction of processing in certain circumstances; this means we can keep but not use the data.
Right to Object to Processing	You can object to processing in certain circumstances (e.g. where we rely on legitimate interests or public task). We will consider your objection.
Right to Data Portability	Applies only where processing is based on contract or consent.
Rights related to automated decision-making including profiling	Automated decision making is not a feature of the service.

Invoking your rights

You can exercise the rights listed above by contacting YES Energy Solutions (YES) or West Lindsey District Council (WLDC) using the contact details below.

YES and WLDC each hold information as independent data controllers. YES will respond for the information it holds. WLDC is the lead council for the scheme and is the primary council contact point for council-held scheme information. If you want information held by WLDC, please contact WLDC directly using the details below.

If someone contacts us on your behalf (for example an advocate), we may need to confirm they are authorised to act for you before we respond.

You do not normally need to pay a fee to exercise your rights. If you make a request, we will respond without undue delay and, in any event, within one month of verifying your identity. If your request is complex, we may extend the deadline and will let you know.

Our contact details

YES Energy Solutions

Name: Yorkshire Energy Services CIC T/A YES Energy Solutions

Contact: Data Protection Officer

Address: Unit 8-9 Victoria Mills, Stainland Road, Greetland, Halifax HX4 8AD

Phone Number: 01422 880 100

E-mail: dataprotection@yesenergysolutions.co.uk

West Lindsey District Council (on behalf of Central & Southern Lincolnshire consortium)

Name: West Lindsey District Council

Contact: Data Protection Officer

Address: The Guildhall, Marshall's Yard, Gainsborough, Lincolnshire, DN21 2NA

E-mail: dpo@west-lindsey.gov.uk

How to complain

If you have any concerns about the use of your personal information, you can make a complaint to either of the contacts detailed in the previous section.

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: www.ico.org.uk