

GREATER LINCOLNSHIRE ENERGY EFFICIENCY NETWORK PRIVACY NOTICE

Short Privacy Notice – Greater Lincolnshire Energy Efficiency Network

The Greater Lincolnshire Energy Efficiency Network (GLEEN), which includes North Lincolnshire Council, collects and processes personal data to run the Lincs 4 Warmer Homes (L4WH) energy efficiency scheme and other associated projects.

Personal data will be handled in accordance with the General Data Protection Regulation / Data Protection Act 2018 and other relevant legislation, and will not disclose your data to any other third party, unless allowed or required to do so by legislation. For further details about the processing of your personal data please see the [Full Privacy Notice](#) and other information on our Data Protection and Privacy web page.

Full Privacy Notice – Greater Lincolnshire Energy Efficiency Network

Data Controller

North Lincolnshire Council is a Joint Data Controller with the following local authorities that are part of the Greater Lincolnshire Energy Efficiency Network (GLEEN):

- Boston Borough Council;
- City of Lincoln Council;
- East Lindsey District Council;
- Lincolnshire County Council;
- North East Lincolnshire Council;
- North Kesteven District Council;
- South Holland District Council;
- South Kesteven District Council; and
- West Lindsey District Council.

Organisations acting on our behalf

ENGIE Limited, who deliver North East Lincolnshire Council's (NELC) Home Energy Service, is co-ordinating L4WH on behalf of the participating local authorities through the Greater Lincolnshire Energy Efficiency Network.

Once data has been passed on to a L4WH Framework installer to access the ECO scheme and other funding it will be used by them to establish eligibility for funding heating and insulation improvements.

Contact details

North Lincolnshire Council – Environmental Health and Housing

Church Square House
30-40 High Street
Scunthorpe
North Lincolnshire
DN15 6NL

Email: customerservice@northlincs.gov.uk

Telephone: 01724 297000

Website: [North Lincolnshire Council Energy Efficiency](#)

Purpose of this Privacy Notice

This Privacy Notice tells you what to expect when the Greater Lincolnshire Energy Efficiency Network (GLEEN), Lincs 4 Warmer Homes (L4WH) Scheme collects and uses your personal data.

L4WH connects residents with private sector installers that are contracted to deliver energy efficiency improvements through the Government's Energy Company Obligation (ECO), including those eligible through receipt of qualifying benefits and through the councils' published Statement of Intent (SOI) for Local Authority ECO Flexible Eligibility. Other funding sources will also be sourced on behalf of residents (e.g. Government Grants and Warm Homes Fund).

What do we mean by personal confidential data?

Personal data relates to living persons and is information that can be used to identify an individual such as name, date of birth, address or postcode.

What data do we have?

1. Personal Data

Personal data including name, date of birth, address and contact details, and household income is needed for L4WH to establish potential eligibility and make the appropriate referral(s). Without such data residents would not be able to access the scheme.

2. Special Category Personal Data

The following special category personal data is collected:

Information about health and other conditions necessary for considering access to the scheme.

What do we do with the data we have?

We use the data to establish potential eligibility to the L4WH scheme and to make appropriate referrals.

Who do we share your data with?

Data will be shared between the Greater Lincolnshire Energy Efficiency Network local authorities, ENGIE Limited, L4WH Framework installers on a rotation basis, and funders (e.g. Government departments, energy suppliers and the Warm Homes Fund as required).

If it would be beneficial to other make contact with other services related to fuel poverty signposting to the relevant local authority departments and other agencies would be made

(e.g. Benefits or Citizens Advice for benefit entitlement checks and Fire and Rescue for a Safe and Well Check).

How do we get your personal data and why do we have it?

We collect personal data when someone applies to access the L4WH scheme.

The lawful basis we are relying on to process personal data is:

- (a) Public Interest – Article 6(1)(e)

The lawful basis we are relying on to process special category personal data is:

- (a) Substantial Public Interest – Article 9(2)(g)

Where we rely on Article 9(2)(g) we also need to meet one of 23 specific substantial public interest conditions set out in Part 2 of Schedule 1 of the DPA 2018. In this instance number 6. Statutory and government purposes is met.

Please note that we will not process your personal data for a purpose that is incompatible with the reason it was collected for unless this is allowed or required under Data Protection legislation.

Can I withdraw my consent?

No, because personal data has been collected and processed on the basis of consent.

How do we store your information and for how long?

Our employees have contractual obligations of confidentiality, enforceable through disciplinary procedures and receive appropriate training on confidentiality and other aspects of Information Governance.

We take organisational and technical measures to ensure the information we hold is secure – such as using secure locations, restricting access to authorised personnel and protecting personal and confidential information held electronically. We only exchange personal confidential information using secure methods, such as encrypted email.

Your personal data is retained in accordance with national guidance and our legal obligations. In this instance we will retain your personal data for the current year plus 6 years from completion of the case. Personal data may be anonymised and kept for a longer period for statistical purposes.

Your Data Protection Rights

Under Data Protection law, you have rights including:

- **Your right of access** - to ask us for copies of your personal information.
- **Your right to rectification** - to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

- **Your right to erasure** - to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at customerservice@northlincs.gov.uk, 01724 297000 or North Lincolnshire Council, Church Square House, 30 – 40 High Street, Scunthorpe, DN 15 6NL if you wish to make a request.

How to Complain

The main point of contact at the council for Data Protection matters is our Data Protection Officer (DPO). If you have any Data Protection concerns about the collection of personal data for COVID19 and wish to make a complaint please contact our DPO, as follows:

Phillipa Thornley

Email: informationgovernanceteam@northlincs.gov.uk

Telephone: 01724 297000

Post: North Lincolnshire Council, Church Square House, 30-40 High Street, Scunthorpe, DN15 6NL

If you remain unhappy you can also complain to the ICO, as follows:

Website: [Information Commissioner's Office](https://www.ico.org.uk)

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

Telephone: 0303 123 1113