

# Privacy Notice for Norfolk Warm Homes – installation of storage heaters

## What this document is for

This privacy notice provides details on how we, Broadland District Council, use your personal information for the purposes of ensuring installations of storage heaters completed by Freebridge Community Housing meet scheme requirements and are reported to the funder; the government department of Business, Energy and Industrial Strategy (BEIS).

By 'use' we mean the various ways it may be processed, including storing and sharing the information.

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

## Further details

We also provide the further details in our general privacy notice on our [website](#), 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 use your information to:

- Report who received the funding to BEIS – including your name and property address
- If your property requires a retrofit assessment, we will share your name, property address and telephone number with our contractor, *Classic Plumbing and Heating Ltd*, so they can arrange a visit and undertake the assessment
- Lodge the necessary installation with TrustMark (which details your name and property address) – a retrofit coordinator will work with the installer to undertake this

## What personal data we collect and use about you

We will use the following information in relation to yourself:

- name
- telephone number
- property address
- relationship to property

## Who provides this information

We receive this information from your housing provider – Freebridge Community Housing.

## **How we share your information**

Your data will be shared with BEIS for auditing and reporting purposes, as required by the funding agreement. Further details on how BEIS handles your data can be found [here](#).

Further, your data will be shared with our contractors to ensure scheme compliance, as required by our funder, BEIS – as detailed elsewhere in this Notice.

In order to lodge the necessary installation, we share relevant data with TrustMark. Further details on how TrustMark handles your data can be found [here](#).

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 keep your personal information for**

The information you provide will be held securely by us for a period of no longer than **7 years** following payment of installation.

## **How we keep your information**

The information is stored electronically, on the Council's network including records management systems.

## **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 October 2022.