

# Privacy Notice for ECO4 and The Great British Insulation Flexible Eligibility Scheme (2022 -2026)

## Purpose of this document:

This privacy notice provides details on how we, South Norfolk Council and Broadland District Council, use your personal information for the purposes of determining your eligibility to meet the ECO4 and Great British Insulation (GBIS) Flex scheme requirements outlined by the Department of Energy Security and Net Zero (DESNZ) and Ofgem.

By ‘use’, we mean the various ways it may be processed, including storing and sharing your information. Each Council is what is known as the ‘Data Controller’ for your information – this is based on the District council’s area that you live in.

## 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

We collect and use the personal data to determine your eligibility for the ECO4 and GBIS Flex scheme. We will also use this data to contact you about your application and final decision. If successful, we will share the declaration with your selected installer detailing your name, address, contact details and eligibility route. We also provide a declaration notification to Ofgem which includes details of your name, address and eligibility route.

## What personal data we collect and use about you

We will use the following information in relation to yourself:

- Name, address and contact details.
- Details of the tenancy of your property, property type, current heating type, required measures under the scheme and your eligibility route.
- Official documents collected to support evidence for eligibility, which can include:

Eligibility Route	Evidence
Route 1	<ul style="list-style-type: none"><li>• Three months consecutive bank statements from all accounts to verify gross annual household income is £31,000 or less.</li><li>• Tax returns (if within past three months) as well as payslips.</li><li>• P45 or P60 document.</li></ul>
Route 2	<ul style="list-style-type: none"><li>• Letter to evidence receipt of qualifying benefits.</li><li>• Documentation from the Department Of Education or school proving eligibility for free school meals due to low-income.</li><li>• Letter from Energy supplier or Citizens Advice identifying household as struggling to pay for electricity and gas bills.</li></ul>

	<ul style="list-style-type: none"> <li>Signed referral letter from a Doctor/ GP identifying person living at the premises is considered vulnerable to the cold and suffers from a health condition as stated in the NICE guidance.</li> </ul>
<b>Route 3</b>	<ul style="list-style-type: none"> <li>Official signed letter by either a NHS Trust, NHS Trust Board or NHS GP/Doctor to confirm health related vulnerability caused by either a cardiovascular condition, respiratory disease, limited mobility or immunosuppression that would be made worse by living in a cold home.</li> </ul>

## Who provides this information?

All information will be provided by you unless you have been referred by a third party such as your GP or Citizen's Advice who will state, based on the evidence they have seen, that your household may be eligible.

## How we share your information

Your data will be shared with Ofgem for auditing and reporting purposes. Further details on how Ofgem handles your data can be found here: [ECO privacy notice | Ofgem](#) & [Great British Insulation Scheme privacy notice | Ofgem](#).

## 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?

All Personal data, including evidence provided, will be stored securely by us until 2029. This is a requirement by Ofgem, who may request this data three years after the ECO4 and Great British Insulation scheme ends (2026).

If your application is unsuccessful, we will destroy all information within one month of the decision being made.

## 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 January 2024.