

ECO4 Flex and GBIS Privacy Notice

How we collect and use your personal data

This Privacy notice should be read in conjunction with our corporate privacy notice

<https://www.eastcambs.gov.uk/notices/privacy-notice>

The Council has issued a Statement of Intent in accordance with the Electricity and Gas (Energy Company Obligation) Order 2022. This confirmed that the Council intends to identify and process applications from, or on behalf of, East Cambridgeshire households that may benefit from heating and energy saving measures applicable through this scheme.

The ECO4 Flexible Eligibility and the Great British Insulation Scheme (GBIS) is administered by the Department for Energy Security and Net Zero (ESNZ).

The Home Energy Team at the Council is responsible for administering ECO4 Flex & GBIS.

ECO4 Flex & GBIS runs until 31 March 2026 and is regulated by Ofgem.

As the Council has issued a Statement of Intent, it is required to assess and determine whether a household is eligible under ECO4 Flex & GBIS

The Council must consider the relevant supporting evidence to determine that one of the routes referred to in the Statement of Intent is met. It will then issue a declaration.

We are the data controller for the personal information we hold about you in relation to processing of applications for flexible eligibility for this scheme. To comply with data protection legislation, we want to be sure you understand how we use this information.

Why we collect your personal data?

Upon receiving your personal data, we will use your personal data to:

- confirm eligibility for the schemes as required by OFGEM.
- fulfil our responsibilities for determining whether households are eligible.
- to produce declarations for all eligible households that we identify.
- to comply with mandatory Ofgem checks for the duration of, and after the scheme closes.

Failure to provide relevant personal data will mean that we will be unable to process your application.

What type of personal data do we process?

The personal data we process may include:

- Contact information including your name, address, telephone number, email address.
- Identification evidence including photograph ID, date of birth and National Insurance number.
- Household status including whether you are a homeowner or occupier, council tax letters, mortgage statements.
- Financial information including details of income, tax returns, P60 documentation, pension statements, P45 documentation, credit checks, benefit entitlement, Council tax reduction evidence, bank statements.

We may also need to consider personal data which comprises Special Categories of Personal Data relating to your health. This may include:

- Details of GP/Hospitals/ NHS trusts.
- Medical and health conditions.
- Eligibility for benefits due to medical or health conditions.

Who we share your data with

Your personal data will be shared with energy suppliers, their installer/contractors and the Office of Gas and Electricity Markets (OFGEM).

We do this to ensure works completed under these schemes are compliant to the guidance issued by OFGEM, and in line with the published government regulations. These can be found at:

- [Energy Company Obligation \(ECO\) - Local Authorities | Ofgem](#)
- [Great British Insulation Scheme - Local authorities | Ofgem](#)
- The Electricity and Gas (energy company obligation) order 2023, [The Electricity and Gas \(Energy Company Obligation\) Order 2023 \(legislation.gov.uk\)](#)

The above list is not meant to be exhaustive.

By supplying your personal data, you are consenting for us, and the organisations above, to use your personal data for the purposes of processing your application.

We will not normally share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and if there is a risk of harm or emergency situations.

Any information which is shared will only be shared on a need-to-know basis, with appropriate individuals. Only the minimum

information for the purpose will be shared. Otherwise, we will only share your data if you ask us to or if the law requires or allows us to.

Legal basis for using your information

We rely on the following lawful basis to process personal data for ECO4 Flex & GBIS:

Public Task: The processing is necessary for the Council to perform a task in the public interest or for its official functions with a basis in law.

The legislation that relates to ECO4 Flex includes, but is not limited to:

Electricity and Gas (Energy Company Obligation) Order 2022
Digital Economy Act 2017

We rely on an additional lawful basis to process your Special Categories of Personal Data. The lawful basis is "Reasons of substantial public interest (with a basis in law)" meeting the condition in Schedule 1, Part 2 of the Data Protection Act 2018 as below:

(6) Statutory etc and government purposes.

How long do we keep your data for?

If eligibility for this scheme is confirmed, we will retain your data in accordance Ofgem's audit requirements until 31 March 2029.

If eligibility for a given scheme is not confirmed, then we shall retain your information for 12 months from the date of that decision.

Where can I find more information about my rights?

The Government has set out several data protection principles and rights for you that we must follow when using your personal data. These principles and rights are detailed in the Data Protection Act. How we comply with these principles and rights is explained in our [Data Protection Guidance](#)

Complaints

If you wish to complain about the way in which your personal data has been processed then your complaint will be dealt in accordance with our [Complaint's Procedure](#). If you are still unhappy with the decision, you have a right of appeal to [ICO Complaints \(external link\)](#).

Other legal requirements regarding personal information

The information you give when you complete and return a form electronically or on paper will be held in accordance the Data Protection Act 2018.

East Cambridgeshire District Council is required by law to protect the public funds it administers. In order to do this, we may share information provided to us with other bodies responsible for auditing or administering public funds, or where undertaking a public function, in order to prevent and detect fraud.

Cookies

To find out more about how we use cookies please see our [Cookies Notice](#).

Links

Our website contains links to other sites. Please be aware that we are not responsible for the privacy practices of these sites. We encourage our users to be aware when they leave this site and to read the privacy statements applicable on those sites. This privacy policy does not apply to information collected on third parties' sites.

Contacting East Cambridgeshire District Council

If you have any questions or comments about this Privacy Notice please contact: The Data Protection Officer, The Grange, Nutholt Lane, Ely, Cambs, CB7 4EE
(email: dataprotection@eastcambs.gov.uk)