

## **Warm and Well Cornwall Privacy Notice**

### **Who will process my information?**

Your information will be processed by the Wellbeing and Public Health Service and/or Inclusion Cornwall which are part of Cornwall Council. The Data Controller for all the information you provide on this form is Cornwall Council, New County Hall, Treyew Road, Truro TR1 3AY. Data Protection Registration Number: Z1745294.

The Council is registered as a Data Controller with the Information Commissioners Office (Registration Number Z1745294) under the Data Protection Act (2018).

### **Why are you processing my information ?**

Cornwall Council Wellbeing and Public Health Service, along with all local authorities, have a duty to improve the health of the population they serve. This includes a responsibility to reduce fuel poverty across Cornwall and the Isles of Scilly. One of the ways we do this is through working with our delivery partners to provide home energy advice and improvements to households in fuel poverty and/ or those considered vulnerable to cold.

Cornwall Council has the unique power to offer services to fuel poor/ vulnerable residents in Cornwall who are not eligible for help with fuel poverty directly from the suppliers in Cornwall. This enables 'flexible eligibility' for householders in Cornwall to access support from the Energy Company Obligation (ECO) scheme. In order to assess householders' eligibility for ECO personal sensitive data will be handled by Cornwall Council under public interest underpinned by the Warm Homes and Energy Conservation Act and the Public Health Outcomes Framework.

### **Why do you need my information?**

You are applying for Cornwall Council facilitated home energy support so we need your name, address and eligibility details in order to process your application. The information you provide on this form will be used to assess your eligibility for, and if eligible, refer you for home energy support funded through the Energy Company Obligation (ECO), Warm Homes Fund (WHF) and/ or the Warm Home Discount Industry Initiative (WHD-II).

Without this information we will not be able to assess your eligibility or refer you for home energy support. Cornwall Council will only use this information in conjunction with your application for home energy support.

### **Who else will we share your information with?**

In order to facilitate the delivery of home energy improvements for fuel poor/ vulnerable households across Cornwall personal data will be handled and shared by Cornwall Council with the Council's Warm and Well Cornwall delivery partners Inclusion Cornwall, SSE Energy Solutions (SSE), Community Energy Plus (CEP) and the Cornwall Rural Community Charity (CRCC) under 'Public Task'. The ability for CC to share data with SSE is valid for the duration of the ECO Concession Contract and ends on the 21<sup>st</sup> June 2021.

In order to check you are eligible for the Energy Company Obligation (ECO) scheme (non-Flexible Eligibility), the Energy Savings Trust (EST) on behalf of SSE wish to do a Yes/No check with Department for Work and Pensions (DWP).

The purpose of this check is solely to verify your eligibility to receive support from the ECO scheme, your data will not be used for any other purposes by Cornwall Council, SSE, EST or the DWP. At no time do EST or SSE view information about your benefits.

### **How do you make the decision?**

Your details will be processed by staff Inclusion Cornwall and Wellbeing and Public Health who will assess your application against the criteria set out in the Cornwall Council ECO Flexible Eligibility Statement of Intent and Policy (available via [phdesk@cornwall.gov.uk](mailto:phdesk@cornwall.gov.uk) or telephone 01872 323583) and online here <https://www.cornwall.gov.uk/media/28862363/170901-cornwall-council-eco-flexible-eligibility-statement-of-intent-version-11-final.pdf>)

Your details will also be entered into an automated 'Yes/No check' hosted by Department for Work and Pensions (DWP) which identify where you are in receipt of any of the eligible benefits, (available via [phdesk@cornwall.gov.uk](mailto:phdesk@cornwall.gov.uk) or telephone 01872 323583) and online here <https://www.gov.uk/energy-company-obligation>) to determine your eligibility for home energy support through the Energy Company Obligation (ECO).

If you disagree with the automated decision, you have the right to request that Cornwall Council staff reviews it using the same criteria and calculation method.

### **Details of safeguards**

Your data will be held within Cornwall Council's secure network and premises and will not be processed outside of the UK. Access to your information will only be made to authorised members of staff who are required to process it for the purposes outlined in this privacy notice.

Our delivery partners detailed in this privacy notice will also maintain the same levels of security that we do which are set out in the contract we have with them.

### **Data retention**

Three years after the completion of the scheme (21<sup>st</sup> of June 2021) Cornwall Council will delete the all information we hold for the purposes of the delivery and evaluation of home energy support funded through the Energy Company Obligation (ECO), Warm Homes Fund (WHF) and/ or the Warm Home Discount Industry Initiative (WHD-II).

### **What are my data rights?**

Your personal information belongs to you and you have the right to:

- be informed of how we will process it
- request a copy of what we hold about you and in commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way)
- have it amended if it's incorrect or incomplete
- have it deleted (where we do not have a legal requirement to retain it)
- restrict how we process it
- object to us using it for marketing or research purposes
- object to us using it in relation to a legal task or in the exercise of an official authority
- request that a person reviews an automated decision where it has had an adverse effect on you

As information is being processed under Public Task, the right to request erasure is not absolute. As such Cornwall Council would consider any requests for deletion on a case by case basis.

### **How do I exercise these rights?**

If you would like to access any of the information we hold about you or have concerns regarding the way we have processed your information, please contact:

Data Protection Officer  
Cornwall Council County Hall  
Truro TR1 3AY  
Tel: 01872 326424  
Email: [dpo@cornwall.gov.uk](mailto:dpo@cornwall.gov.uk)

### **How do I lodge a complaint?**

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office Tel No. 0303 123 1113

<https://ico.org.uk/make-a-complaint/>

### **Need more help?**

For more information and advice on how the Council uses your personal information, please contact Wellbeing and Public Health at:

Telephone: 01872 323583  
Address: Wellbeing and Public Health  
1<sup>st</sup> Floor (East)  
New County Hall  
Treyew Road TRURO  
TR1 3AY  
Email: [phdesk@cornwall.gov.uk](mailto:phdesk@cornwall.gov.uk)

For independent advice and guidance on the Data Protection Act, contact the Information Commissioner's Office (national regulator) go to: <https://ico.org.uk>

Further details about how the Council processes personal data can be found within the Council's overarching privacy notice at the following link:

<https://www.cornwall.gov.uk/council-and-democracy/data-protection-and-freedom-of-information/data-protection/how-we-use-your-information/>.

Additional information can also be found on the Information Commissioners website at: <https://ico.org.uk/>

If you need help in understanding or completing this form, please contact Wellbeing and Public Health on telephone number 01872 323583 or email [phdesk@cornwall.gov.uk](mailto:phdesk@cornwall.gov.uk) and/or the Inclusion Cornwall team on telephone number 01872 326552 or by email [bev.wilson@cornwall.gov.uk](mailto:bev.wilson@cornwall.gov.uk)

By ticking the box below, and providing your details, I confirm that I understand that Cornwall Council will process the information I have provided to process my application for home energy support, funded through the Energy Company Obligation (ECO), Warm Homes Fund (WHF) and/ or the Warm Home Discount Industry Initiative (WHD-II), as per detailed in this privacy notice.

**[Tick Box here]**

By ticking the box below I confirm that I understand that Cornwall Council will share my information with our delivery partners Inclusion Cornwall, Council of the Isles of Scilly, SSE Energy Solutions (SSE), Community Energy Plus (CEP), Cornwall Rural Community Charity (CRCC), Citizens Advice Cornwall and NHS for the purposes of them re-contacting me in order to facilitate the delivery and evaluation of Cornwall Council endorsed home energy support funded through the Energy Company Obligation (ECO), Warm Homes Fund (WHF) and/ or the Warm Home Discount Industry Initiative (WHD-II).

**[Tick Box here]**

By ticking the box below I confirm that I understand that your information will be shared with the Energy Saving Trust (EST) to in order to allow them to carry out the Yes/ No check to assess whether I am receipt of Energy Company Obligation (ECO) eligible benefits through accessing the Department of Work and Pensions (DWP) database.

**[Tick Box here]**

I declare that the information I have given on this form is correct and complete.

Signature of the person applying: