

Privacy Notice – Retrofit Partners

Who we are

London Borough of Newham is registered with the Information Commissioner's Office (ICO) as a 'Data Controller'. This privacy notice applies to you ('the service user') and the London Borough of Newham ('the Council'). The Council takes the privacy of your information very seriously.

Why we collect your data?

The purpose of Retrofit Partners (a consortium led by British Gas) is to finance and install measures which improve the energy performance of social housing stock in Newham. The work will begin with a feasibility study on a small number of properties. The aim is to improve the energy performance of homes to a minimum of EPC Band C, to take homes out of fuel poverty and deliver progress towards the UK's commitment to Net Zero by 2050.

Your data will be used to:

Enable project partners to contact you to book appointments for home visits to collect data including name, phone number, address and postcode.

What additional data will we collect?

- Energy consumption (if available);
- Property measurements, including fabric and heat performance; and
- Photographic evidence related to Internal and external fabric and equipment.

The lawful basis for processing your data

The lawful basis we use to process your data as set out in UK data protection legislation is:

(e) Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law

Who we will share your data with

We will share your contact data with British Gas and their delivery partners Core Logic, PH Jones and Greenstorm, who will contact you so that they can carry out a feasibility study on your home. This will involve a home visit and assessment lasting approximately two and a half hours.

Property level data will be passed to Newham Borough Council and Trustmark who manage the energy efficiency database for UK housing stock.

How long we will keep your data

Your data will be kept safe and secure, in line with Retention Schedules, and only by the required parties. Where no energy efficiency measures are agreed upon and there is no longer a requirement to retain your data, then your personal data will be securely removed within 6 months of the assessment visit. Where measures are deployed your data will be securely held in line with relevant warranties and guarantees.

How we protect your data

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate

WE ARE NEWHAM.

disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your rights at <https://www.newham.gov.uk/contact-information/processing-personal-data-privacy-notice/5> or at <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: dpo@newham.gov.uk .