

Privacy Notice – ECO4

Who we are

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

Why we process your data

Eco4 (Energy company obligation) scheme is a government legislated energy efficiency scheme to improve the insulation and heating of homes across England, Scotland and Wales. Ofgem are responsible for the administration of the Eco4 Scheme and set out clear guidance which must be followed at all times.

Anesco Ltd have delivery agreements/contracts in place with several energy companies to deliver compliant retrofit measures that improve the energy efficiency of domestic properties.

Processing and sharing personal information are essential to evaluate and submit a claim for ECO4 funding. The funding can then be used for energy efficiency measures to improve the Energy Performance Certificate (EPC) rating of properties.

Phase 1 will involve Anesco Ltd providing a list of properties potentially eligible for ECO4 to LBN. LBN will provide basic contact details of occupants back to Anesco Ltd so that Anesco Ltd can contact occupants to ask if they would like to make an application for ECO4.

Phase 2 will involve Anesco Ltd working with occupants who explicitly consent to making an application and for their data then to be shared with LBN, Ofgem and energy suppliers

What data do we process

For Phase 1 we will process your name, address and contact details.

For Phase 2 your data will only be processed with your consent using Adobe DocuSign and will be used for eligibility checks only.

Evidence which can include any of the following:

- tax return / P60 documentation
- annual income pension statement
- 3 payslips alongside bank statements from the last 3 months
- P45 from the last 3 months
- Council tax letters / tenancy agreements / mortgage statements / electoral register / soft credit check.
- Photo of council tax reduction
- Signed letter from a GP confirming relevant medical conditions and/or
 - For people with disabilities: PIP, DLA or Attendance Allowance award notices.
 - For people 65 and older includes, birth, marriage certificate, passport, pension statement.
 - Households with young children (5 or under): birth certificate, school enrolment letter, or passport.
 - Pregnant women, MAT B1 form.

- Eligibility Checking Service (ECS), documentation showing eligibility for free school meals for low-income.

The lawful basis for processing your data

For Phase 1 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 and the task has a clear basis in law.

For Phase 2 the lawful basis for processing is set out in Article 6 of the GDPR.

(a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose. You can withdraw your consent at any time.

The condition for processing special category data under Article 9 is:

(a) **Explicit consent** – you have given your explicit consent to the processing of personal data for one or more specified purposes.

Who we will share your data with and how we will use your data

For Phase 1 we will share your data with Anesco Ltd so that they can contact you to see if you want to make an application for ECO4.

If you give your consent, Phase 2 will involve Anesco Ltd working with you to make an application to be shared with LBN, Ofgem and energy suppliers for eligibility checks and organising works to be carried out.

How long we will keep your data

Your data will be kept safe and secure until 31 March 2029 in line with our retention Schedule. After this time, it will be securely destroyed.

How do 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 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 [Your rights – Processing personal data privacy notice – Newham Council](#) or at <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: GDPR-dataprotection@onesource.co.uk.