

Full Privacy Notice

Birmingham City Council

Warm Homes Local Grant Scheme Privacy Notice

The Warm Homes Local Grant Scheme, also known as the Devolution Retrofit Pilot Scheme (the "Scheme") is operated by Birmingham City Council in conjunction with the West Midlands Combined Authority (WMCA) on behalf of the Department for Energy Security and Net Zero (DESNZ).

Birmingham City Council is a data controller of information you provide. Community Support Groups will support residents in applying for and accessing the scheme and the Install Partner will install the energy saving measures. They will assist Birmingham City Council with Scheme delivery.

What personal data might be collected :

- Name
 - Personal Phone Number
 - Languages
 - National ID Cards
 - Social Security Number or Other National Identifiers
 - Sex
 - Bank Account
 - Data on retirement/pension
 - Family composition: information on partner, children
 - Home address
 - Work phone number
 - Passport details, copy of passport
 - Driver's license details, Copy of driver's license
 - Personal health/medical info
 - Personal e-mail address
 - Birthday/age
 - Personal information about spouse/partner/children
 - Marital status
 - Wage/salary
 - Place of work
 - Data revealing racial or ethnic origin
- Other (Not Listed) Please provide detail below -
 - Earnings from employment and self-employment (including 'furlough') • Pension payments, including State Pension • Interest earned on savings • Capital gains from shares • Dividend payments • Benefits in Kind (employer benefits) • Income from owned and rented properties • Taxable and non-taxable benefit payments (inc. Child Benefit)
 - Tax returns, including self-assessment tax returns • Payslips • Pension statements • Benefit statements • P60 or P45 documentation • P11D documentation • L17 Statement of Earnings • SA302 letter • A contract of employment which displays an annual salary figure
 - Council tax letters • Tenancy agreements • Mortgage statements • Electoral register statements • A combination of the following which demonstrate matching addresses for recipients: o Utility bills to Benefit letters o Financial statements o HMRC or DWP letters 19 GBIS and ECO4 o GP or Dental registration letters
 - A copy of council tax bill featuring the reduction (i.e. a photo, email, or PDF with name and address) • a letter confirming reduction from LA.
 - For those with a disability: • PIP Award Notice, Disability Living Allowance (DLA) award notice • Attendance Allowance award notice o For those aged 65 or above: • Passport • Birth certificate • Pension statement o For households with young children (aged 5 or under): • Child's passport • Child's birth certificate o For pregnancy, a MAT B1 form which demonstrates proof of pregnancy on the date that the LA signed the declaration.

For example:

If you are an applicant or householder, we will process the following information:

- Contact details to arrange works, surveys, provide support and contact you if you'd like to take part in the optional scheme evaluation
- Pre- and post-installation standard assessment procedure (SAP) property information, including but not limited to install surveys, EPC, energy performance ratings and bandings
- Details about the works installed at the Property
- Household eligibility information which may include health information depending on the eligibility route taken
- Household income and any household contributions to the works
- Expected energy, carbon and cost savings expected from the works

If you are an install partner, we will process the following information:

- Contact Details
- Organisation details
- Accreditation and registration information
- Lodgement certificate, lodgement date and measure details from Trustmark
- Details of installations delivered per property/household as part of the Scheme

If you are a community support group, we will process the following information:

- Contact Details
- Organisation details
- Details of support provided per property/household as part of the Scheme

How we will use your information:

We will use your information to enable the Council to:

- deliver and administer the Scheme
- conduct eligibility assessments
- monitor and report on any funds spent or work conducted in connection with the Scheme
- account for the spending of public funds
- arranging for delivery of installation works
- Assist WMCA or DESNZ in conducted a Scheme evaluation. With your consent, you will be invited to take part in Scheme evaluation or feedback

What is the legal basis for us to process your data?

Personal Data

The lawful basis under which we use your personal information for these purposes is that it is necessary for the performance of a task carried out in the public interest by the council or in the exercise of authority vested in the council, under Article 6(1)(e) of the UK GDPR (Public Task).

The Council has legal powers and duties to improve housing conditions, address fuel poverty, promote the economic, social and environmental wellbeing of its area and support carbon reduction and energy efficiency measures arising from the Housing Act 1985, the Housing Act 2004, the Local Government Act 1972, the Local Government Act 2000 and the Climate Change Act 2008.

Processing may also be necessary for the performance of our contractual obligations such as those in connection with your tenancy or lease or contracting installers to conduct work on the Council's behalf.

Special Category Data

Any special category data will be processed under Article 9(2)(g) of the UK GDPR (Substantial Public Interest), together with Schedule 1, Paragraph 6 of the Data Protection Act 2018 (Statutory and Government Purposes).

To assist the Council, DESNZ or WMCA in conducting an evaluation of the Scheme, we may contact you separately for your consent to take part in interviews, surveys, research or other forms of evaluation. Participation in this is voluntary and you have the right to withdraw consent for Personal Data processing based on consent. To withdraw your consent, write to our Data Protection Officer using the contact details at end of this privacy notice.

Who we will share your information with

Community Support Groups

The community support groups act on behalf of the Council to support applicants with applying to the Scheme, assist in assessing eligibility, providing applicant support and uploading information to Council systems. These include but are not limited to MECC Trust, Acocks Greener, Bahu Trust, Retrofit Balsall Heath, Castle Vale Community Partnership, and Powering Up Castle Vale.

Install Partner – Next Energy

Our install partner, Next Energy, will install the energy saving measures. They will support applicants applying to the scheme, assist in assessing eligibility, work with the community support groups to provide applicant support, arrange property visits or surveys, design and install retrofit measures.

WMCA

The Scheme is operated by Birmingham City Council in conjunction with the West Midlands Combined Authority (WMCA) on behalf of the Department for Energy Security and Net Zero (DESNZ). Information may be shared with WMCA in connection with monitoring and compliance, funding assurance and oversight of delivery purposes.

WMCA's privacy notice for this scheme can be accessed here: [The Building Retrofit Pilot](#).

DESNZ

(DESNZ), and DESNZ's research partners, will process the following personal data:

Households offered installations under The Retrofit Devolution Programme:

- address including the Unique Property Reference Number and details of the property receiving Retrofit Devolution Programme installations, such as energy meter reference numbers, building archetype, heating fuel source and if the property is on-off gas grid
- details about the Retrofit Devolution Programme installations delivered at the property, including measure type, cost and manufacturer details
- if relevant, the amount of funding the household contributed towards Retrofit Devolution Programme installations
- information about the property from its Energy Performance Certificate (EPC) such as the property rating, banding, features, assessor details etc.
- pre- and post-Standard Assessment Procedure (SAP) and Reduced Data SAP (RdSAP) assessments and TrustMark certificates

Please note that you may be contacted by any DESNZ evaluation partners where we have their consent as referenced in the WMCA grant agreement.

How long do we keep your records?

Your personal data will be stored securely by the council for a maximum period of 6 years following the close of the Scheme or, if later, the completion of installations funded under the Scheme, for the delivery, administration and evaluation of the Scheme.

Your rights

You have certain rights in relation to the personal information we hold about you. You may have the right:

- to be informed - you have a right to be told how the council use your personal data
- of access - you have the right to request a copy of the information that we hold about you

- of rectification - you have a right to correct data that we hold about you that is inaccurate or incomplete
- to erasure (right to be forgotten) - in certain circumstances you can ask for the data we hold about you to be erased from our records
- to restrict processing - where certain conditions apply you have a right to restrict the processing of information about you
- of data portability - in some situations you have the right to have the data we hold about you transferred to another organisation
- to object - you have the right to object to certain types of processing such as direct marketing, automated processing or profiling
- to withdraw consent - if the legal basis for our processing of your personal information is consent, then you have the right to withdraw that consent at any time

Some of the rights are complex, and there are circumstances where your rights will not apply. For example, the right to erasure will not apply if your personal data is required for legal proceedings.

We recommend that you read the relevant guidance notes on the [Information Commissioner's Office \(ICO\) website](#) for further information.

How to exercise your rights

You may exercise any of your rights in relation to your personal data by writing to our Corporate Information Governance Team or by submitting a [Subject Access Request form](#) or [Individual Rights Request](#). To avoid delay in dealing with your request, make sure that you confirm in your letter which right you wish to exercise along with the reasons why.

We will respond to your request within 30 days, by either providing you with the information, requesting further information from you, or advising that we need more time to complete your request. For example, we may need more time if the request is substantial or we need to obtain information from various departments within the council.

The first copy of the requested information will be provided free of charge. We may charge a reasonable fee for extra copies.

The council can also refuse your request. If we refuse your request, we will tell you why and provide details of how you can appeal our decision. You will also be informed of your right to legally challenge our decision with the ICO.

Make a complaint

If you wish to make a complaint about how the council is processing your personal data, write to our Data Protection Officer using the contact details at the bottom of this page.

Appeal the outcome of a complaint

If you are unhappy with how the council has handled your complaint, you have the right to complain to the Information Commissioners Office (ICO) using the contact details below.

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Phone: [0303 123 1113](tel:03031231113)

Website: www.ico.org.uk

Contact us

Our Data Protection Officer (DPO) can be contacted at:

Corporate Information Governance Team
PO Box 16366
Birmingham B2 2YY

Email: infogovernance@birmingham.gov.uk