**Privacy Notice - ECO 4 Flex Scheme**

This privacy notice covers how Blaenau Gwent County Borough Council (as a Data Controller) will collect, use and share your personal data for the purposes of processing of an ECO 4 application form submitted on your behalf by an approved agent-company / installer. Processing will enable the Council to verify the information and provide an advisory declaration to the agent-company / installer.

**Why we need your information (purpose of processing)**

We collect and use your personal information so that we can assess householders’ eligibility for ECO4 flexible eligibility scheme

The information that you provide will be processed according to the UK General Data Protection Regulation, the Data Protection Act 2018 and the Digital Economy Act.

We will also make any disclosures required by law and we may also share this information with other organisations involved in the fulfilment of the services requested and bodies responsible for detecting/preventing fraud/crime or auditing/administering public funds to ensure money is targeted and spent in the most appropriate and cost effective way. In order to achieve this, information will be shared with our Audit Service within Blaenau Gwent County Borough Council and with The Auditor General for Wales ([Audit Wales Privacy Notice](https://www.audit.wales/privacy-and-cookie-policy)).

We will not make any disclosures to third parties for marketing purposes.

Your data will be secure and confidential at all times and we will only collect the personal information that is required to provide you with our service.

**What personal data is being collected?**

The categories of personal data being collected are:

* Name
* Address
* Contact details
* Date of birth
* Family status
* Interest in property (owner or tenant)
* Household income
* Council Tax receipt
* Health / Medical information

**What is our lawful basis for processing your personal data?**

The UK General Data Protection Regulations (UK GDPR) requires specific conditions to be met to ensure that the processing of your personal data is lawful. The relevant condition is:

* Article 6 (1)(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.

Some types of personal data are more sensitive than others, and need more protection. This is classed as ‘special category data’ and could include information about your racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership and the processing of genetic or biometric data, health and sex life and sexual orientation.

We process this type of special category data as it is necessary for reasons of:

* Article 9 (2)(g) Substantial public interest.

(The relevant Data Protection Act 2018 conditions are – Schedule 1 Part 2: Support for individuals with a particular disability or medical condition)

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

We may need to share your personal data with internal departments, other organisations and third parties, this will include:

* ECO 4 regulator Ofgem
* Zing Energy
* Customer Services Team
* Council Tax
* Public Protection – Housing & Environmental Health

The information that you have provided to us may be used for the prevention and detection of fraud and for auditing purposes both internally and externally.

The personal information we have collected from you will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found by visiting [CIFAS](https://www.cifas.org.uk/fpn)

**How long do we keep hold of your information?**

Blaenau Gwent County Borough Council will only keep your information for a maximum of 3 years from the end of the scheme and your information will then be securely disposed of once it is no longer required.

**Your Rights**

Under the UK General Data Protection Regulation and Data Protection Act 2018, you have rights as an individual including:

* The right to **Rectification** – you have the right to ask to have your information corrected.
* The right to **Restrict**processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you.  We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
* The right to **Object**– this is not an absolute right and will depend on the reason for processing your personal information.
* The right to **Erasure**- you may request that we erase your personal data however, this may delay or prevent us delivering a service, or continuing to deliver a service. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
* The right to not be subject to **Automated decision making and profiling.**
* The right of **Access**– you have the right to ask us for copies of your personal data.  To make a request, please contact:

Access to Records

Blaenau Gwent County Borough Council

Housing Advice Centre

Church Street

Ebbw Vale

Gwent

NP23 6DN

Email: housing@blaenau-gwent.gov.uk Telephone: 01495 354600

**Complaints or Queries**

Blaenau Gwent County Borough Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading, or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Data Protection Officer

Blaenau Gwent County Borough Council

General Offices

Steelworks Road

Ebbw Vale

Gwent

NP23 6DN

Email: info@blaenau-gwent.gov.uk

Telephone: 01495 311556

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner’s Office as the statutory body which oversees data protection law:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

Email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

Telephone No: 0303 123 1113

**Our Contact Details as Data Controller are:**

Blaenau Gwent County Borough Council, General Offices, Steelworks Road, Ebbw Vale, Gwent, NP23 6DN

Telephone number: 01495 311556 or [housing@blaenau-gwent.gov.uk](mailto:housing@blaenau-gwent.gov.uk)

Our Data Protection Officer’s information is detailed above in the Complaints and Queries section.

**Changes to this privacy notice**

We keep our privacy notice under regular review.