

# Warm Homes Oldham Privacy Notice

Date and version

May 2018 – V6



**Oldham**  
Council

## What this privacy notice is for

Our core data protection obligations and commitments are set out in the council's primary privacy notice at [www.oldham.gov.uk/dataprotection](http://www.oldham.gov.uk/dataprotection)

This notice provides additional privacy information for Warm Homes Oldham.

Warm Homes Oldham wish to ensure that eligible residents have access to energy efficiency advice and measures that are approved by Ofgem and funded by energy companies. The Warm Homes Oldham scheme is an Ofgem approved scheme delivered by Agility Eco Services Ltd (AgilityEco) and its delivery partners, which is available to eligible residents in Oldham.

It is a free of charge service offering energy efficiency advice, support and free energy saving measures. If eligible, you are entitled to a free home visit from a LEAP Home Energy Advisor who can: install free, simple energy saving measures, give day-to-day energy efficiency hints and tips, help check if you are on the cheapest energy tariffs and in some cases refer you for further energy efficiency improvements such as loft insulation or a new boiler.

If we believe that you meet the criteria and you are agreeable to being contacted by AgilityEco, we will share your contact information and the reason why we consider you are eligible with AgilityEco so they can contact you directly.

## Updating our privacy notices

We may update or revise our privacy notices at any time so please refer to the version published on our website for the most up to date details

## What we use your information for

We collect your personal information for the following purpose(s):

- To determine eligibility for funding for Warm Homes Oldham and identify what type of support we can provide through the scheme and how we have made a difference
- For statistical analysis to ensure quality of provision

## What categories of personal information we use

Personal information can be anything that identifies and relates to a living person. This can include information that when linked with other information, allows a person to be uniquely identified. For example, this could be your name and contact details.

The law treats some types of personal information as 'special' because the information requires more protection due to its sensitivity. This information consists of:

- Racial or ethnic origin
- Sexuality and sexual life
- Religious or philosophical beliefs
- Trade union membership
- Political opinions
- Genetic and bio-metric data
- Physical or mental health
- Criminal convictions and offences

In order to carry out these purposes we collect and obtain the following personal information.

Category of personal data	Special/ Sensitive
Name, address and contact details (mobile or email)	No
Gender	No
Health issues	Yes
Demographic (financial information, household composition/information, employment status)	No

## Legal basis for processing

The legal basis for processing and or sharing your personal information is:

- a) Consent to participate in consultation or research
- b) Where we have a legal obligation or it is a either the public or our legitimate interest

Examples of legislation that support this are listed below:

- The Housing Act 2004
- The Deregulation Act 2015
- The Public Services (Social Value) Act 2012
- Equality Act 2010
- The Care Act 2014

## Information sharing/recipients

During the visit, AgilityEco will let you know how they will use your information to determine the nature and extent of support you are eligible to receive, who else your information may need to be shared with and the reasons for this as well as explaining how you may exercise your rights under the Data Protection Act 1998.

We may share personal information about you with the following organisations/types of organisations to ensure you receive any support that is available to you:

- Other parts of the Council
- Healthcare, Social and Welfare organisations
- Providers of goods and services
- Service Providers
- Data processors
- Healthcare professionals

Identifiable Personal Information could be shared under the following circumstances:

- Safeguarding, if something you tell us raises a safeguarding concern
- You raise a specific personal issue or concern that requires addressing
- You ask us to share your personal details via consent

As well as information collected directly from you, we also obtain or receive information from:

- Service providers of Warm Homes Oldham
- Referral agencies into the service

## Data Transfers beyond European Economic Area

We do not transfer any of your personal information outside the European Economic Area ('EEA').

## Automated Decisions

All the decisions we make about you involve human intervention.

Our Guide to Exercising Your Rights outlines the procedure to ask us for an automated decision to be reviewed by an appropriate officer. This can be found at [www.oldham.gov.uk/yourdatarights](http://www.oldham.gov.uk/yourdatarights)

## How long we keep your data

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

AgilityEco will only keep your personal information for as long as is necessary for providing the support measures you have elected to receive, for dealing with your specific enquiries or complaints and for providing an annual report to funding partners. This annual report will contain summary statistics and data but will not contain any of your personal information. For as long as your personal information is retained, it will be stored by AgilityEco's cloud based US based IT and data storage provider, Zoho Corporation who for its own purposes belongs to the US EU based Privacy Shield. Zoho Corporation is certified in ISO 27001 for Applications, Systems, People, Technology, and Processes which is the globally recognised international security standard.

The Council will keep your information in case of ongoing enquiries about installs, this will be for up to 10 years unless it is known to no longer be valid.

## Where can I get advice

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by the council can be found in the council's privacy notice which can be found at [www.oldham.gov.uk/dataprotection](http://www.oldham.gov.uk/dataprotection)

If you have any queries on how Agility Eco use your personal information, or if you wish to complain about any aspect of our data protection or the service, or wish to exercise your rights under the Data Protection Act 1998, please call us on 0800 060 7567 or email us on [helpdesk@projectleap.org.uk](mailto:helpdesk@projectleap.org.uk).