

# PRIVACY NOTICE

This notice sets out how London Borough of Redbridge will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the General Data Protection Regulation (GDPR).

This notice relates to data collected under the Redbridge Go Green Grants (GGG) Scheme operated by London Borough of Redbridge and Delivery Partner Service Store Waltham Forest. The Scheme is jointly funded by the UK Shared Prosperity Fund (UKSPF) and The Disabilities Facilities Grant. UKSPF is a funding programme by the Department of Levelling Up, Housing & Communities (DLUHC) and is administered by The Greater London Authority (GLA).

Who we are?

Redbridge Council 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 Redbridge ("the Council"). The Council takes the privacy of your information very seriously.

Why do we collect your data?

This notice relates to data collected under the Redbridge Go Green Grants Ph3 operated by London Borough of Redbridge and Delivery Partner (to be appointed) which is funded by the UK Shared Prosperity Fund (UKSPF) which is provided by the Department of Levelling Up, Housing and Communities (DLUHC) and administered by the Greater London Authority (GLA).

## YOUR DATA

### The data

We will process the following personal data:

Customers:

- Address and details of property receiving the GGG installation(s)
- Details about the GGG installation(s) installed at the property, including type, size and cost
- Contact address (if not the property receiving the GGG installation(s))
- Address and details of property offered, but not receiving, the GGG
  - o installation(s)
- Your name
- Household income and any other scheme eligibility information
- Any financial contribution you have made towards the GGG installation(s)
- Details about the expected energy, carbon and cost savings expected
- to be delivered by the installation, including pre- and post-installation
  - o property EPC details where appropriate
- Email
- Phone number Installers:
- Your name
- Relevant accreditation and registration information
- Contact address
- Email address
- Phone number
- Details of GGG installations delivered
- Whether directly contracted or sub-contracted by LA to install GGG installations
- The number of employees in your organisation

# PRIVACY NOTICE

## Purpose

The purpose(s) for which we are processing your personal data is to support the delivery and administration of the Redbridge Go Green Homes Grant Scheme and UKSPF together the Scheme.

Delivery and administration of the Scheme may require linking of your data to other datasets held by London Borough of Redbridge, DLUHC or the GLA.

DLUHC and the GLA, or their auditors, may be conducting an evaluation of the Scheme which may require the Council to forward personal information to these organisations. It may also include you being contacted to take part in further research. Where the research involves processing of personal data in addition to that already collected for delivery of the Scheme, you will be given the opportunity to opt-in to that research at the point of contact.

Your data may also be used for statistical, research and fraud prevention purposes.

## Legal basis of processing

The legal basis for processing your personal data is:

a) **Consent:** You consent to us doing so

**(b) Contract:** It is necessary for the performance of a contract to which you are a party [describe contract e.g. employment contract]

**(c) Legal obligation:** It is necessary to comply with a legal obligation placed on us as the data controller [describe the legal obligation]

**(d) Public task:** Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller, such as the exercise of a function of the Crown, a Minister of the Crown, or a government department; the exercise of a function conferred on a person by an enactment; the exercise of a function of either House of Parliament; or the administration of justice

**Public task:** Processing is necessary for the performance of a task carried out in the public interest.

The specific public task is the delivery, administration and evaluation of, as well as statistical, research and fraud prevention purposes relating to, the Scheme, a government funded scheme aiming to raise the energy efficiency of low energy performance homes (those rated at EPC Band E, F or G). Funding is provided to Local Authorities who engage consumers and manage the delivery of installations in homes.

**Consent:** Use of your personal data to contact you to take part in further research will be subject to your consent.

# PRIVACY NOTICE

***It is not expected that delivery of the scheme requires processing of criminal convictions personal data. However, where criminal convictions personal data are notified or known:***

**a)** The processing of personal data relating to criminal convictions and offences or related security measures will not be carried out under official authority, but will be authorised because it meets one of the following conditions:

a) the data subject has given consent for the processing.

b) the processing relates to personal data which is manifestly made public by the data subject.

c) the processing is necessary for the establishment, exercise or defense of a legal claim or whenever a court is acting in its judicial capacity.

d) the processing is of personal data about a conviction or caution for offences listed at paragraph 27(2) of Part 3 of Schedule 1 to the Data Protection Act 2018; and the processing is necessary for the purpose of administering an account relating to the payment card used in the commission of the offence or cancelling that payment card: and an appropriate policy document is in place.

## Recipients

Your personal data will be shared with:

- Installers and Delivery Partners
- London Borough of Redbridge
- Internal departments at the London Borough of Redbridge
- The Department for UKSPF and its contractors for delivery, administration and evaluation of the scheme, statistical, research and fraud prevention purposes.
- Ofgem and delivery partners of central and local government home energy schemes such as the Energy Company Obligation and Renewable Heat Incentive

Your personal data may also be shared with other Government departments where necessary.

We may share your data if we are required to do so by law, for example by court order or to prevent fraud or other crime.

As your personal data will be stored on our IT infrastructure it will also be shared with our data processors Civica App and Rocktime

# PRIVACY NOTICE

Personal data shared with DLUHC and/or will be stored on their IT infrastructure and will therefore also be shared with their data processors Microsoft.

## Retention

Your personal data will be stored securely by us for a maximum period of 6 (six) years.

THE UKSPF funding requires the Council to store your data securely for 6 years from the end date of the funding programme, which is the 31<sup>st</sup> of March 2025. Your data will be securely destroyed after this date.

## Where personal data has not been obtained from the data subject

Your personal data obtained by the London borough of Redbridge from records held relating to the subject address including Energy Performance Certificate data.

## **YOUR RIGHTS**

You have the right to request information about how your personal data are processed, and to request a copy of that personal data.

You have the right to request that any inaccuracies in your personal data are rectified without delay.

You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.

You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.

You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

You have the right to object to the processing of your personal data where it is processed for direct marketing purposes.

You have the right to object to the processing of your personal data.

You have the right to withdraw consent to the processing of your personal data at any time, where processing is based on your con

# PRIVACY NOTICE

**Where the processing is based on consent, or where it is necessary for the performance of a contract to which the data subject is a part:**

You have the right to request a copy of any personal data you have provided, and for this to be provided in a structured, commonly used and machine-readable format. **HOW TO MAKE A REQUEST**

If you wish to make a request associated with any of the rights listed above, contact London Borough of Redbridge, DLUHC or the GLA using the contact details at the bottom of this notice.

## INTERNATIONAL TRANSFERS

Your personal data will not be processed outside the UK and European Economic Area (EEA), or by an international organisation.

As personal data is shared with UKSPF all data will be stored under UK/EEA and/or equivalent legal protection (in case servers are outside the UK/EEA)

## COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
0303 123 1113

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

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

# PRIVACY NOTICE

## CONTACT DETAILS

You can contact the London Borough of Redbridge Data Protection Officer at:

Lynton House  
255-259 High Road  
Ilford IG1 1NY

Email: [Data.Protection@redbridge.gov.uk](mailto:Data.Protection@redbridge.gov.uk)