



Department for  
Energy Security  
& Net Zero

## Privacy Notice for installers, householders and landlords

This notice sets out how the Department for Energy Security and Net Zero (DESNZ) will use your personal data relating to the Home Upgrade Grant Phase 2 (HUG 2) and your rights. It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation (GDPR).

This notice relates to data collected under the scheme operated by Oxfordshire County Council which is funded by the DESNZ HUG 2 scheme.

### **YOUR DATA**

#### *The data*

Oxfordshire County Council will share your data with DESNZ, or with a contractor or organisation appointed by DESNZ to act on its behalf in connection with the HUG 2 scheme (DESNZ delivery partners/agents).

DESNZ and/or DESNZ delivery partners/agents will process the following personal data:

Householders and landlords applying for, or receiving energy efficiency or low-carbon heating installations under the Scheme:

- Postal address and details of the property applying for, or receiving the energy efficiency or low-carbon heating installation(s) under the Scheme
- Household income status, benefit receipt status, home ownership or tenure status and any other scheme eligibility information
- Details about the installation(s) applied for or installed at the property under the Scheme, including type, size and cost and installer details
- Scheme awarded grant amount and any financial contribution you or others have made towards the installation(s) under the Scheme
- Customer referral source or customer source for initial awareness of the scheme
- Other scheme participation information, such as the local authority, scheme reference number, unique property reference, property type and characteristics including EPC rating
- Information of previous access to government grant schemes
- Your name, contact postal address, email address and (optional) phone number

Installers:

- Your name, contact business address, email address and phone number
- Trustmark/MCS accreditation details and any other relevant certification information
- Business information, including name, type of business and number of employees
- Details of installations delivered under the Scheme, including type, size and cost and details of the properties at which the installations are installed
- Whether directly contracted or sub-contracted to install installations under the Scheme

### Purpose

The purposes for which DESNZ and/or DESNZ delivery partners/agents are processing your personal data is to support the delivery and administration of the scheme. This includes the assessment of applications by the local authority for the funding of installations at the property, monitoring the use of the DESNZ funding and creating a record of installations.

DESNZ and its delivery partners/agents obtain your personal data from the Local Authority. Data may also be obtained from Trustmark, from Ofgem, from other government departments and from other organisations administering central or local government schemes that support energy efficiency or low-carbon heating measures.

Delivery and administration of the scheme may require linking of your data to other datasets held by DESNZ and/or DESNZ delivery partners/agents.

DESNZ will be conducting an evaluation of the scheme. This may include you being contacted by DESNZ or its delivery partners/agents 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, audit and fraud prevention purposes.

### *Legal basis of processing*

The legal basis for processing your personal data is: **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, audit and evaluation of the Scheme, as well as statistical, research and fraud prevention purposes relating to the Scheme. HUG 2 is a government funded scheme aiming to improve the energy performance of off gas grid homes in England rated at EPC Band D, E, F or G. The Government funding is provided to Local Authorities who set up arrangements for consumer engagement and the delivery of installations in homes.

### Recipients

Your personal data will be shared with:

- DESNZ and its delivery partners/agents for delivery, administration, audit and evaluation of the Scheme, statistical, research and fraud prevention purposes.
- Ofgem and other organisations administering other central and local government schemes that support energy efficiency or low-carbon heating measures. This is to prevent the duplication of support or other breach of scheme rules.

Your personal data may be shared with Trustmark for the purpose of upholding installation standards under the Scheme. Your personal data may also be shared with other Government departments such as HM Treasury and the Department for Levelling Up, Housing, and Communities, 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.

Personal data shared may be stored on the DESNZ IT infrastructure and may therefore also be shared with DESNZ's data processors Microsoft and Amazon Web Services.

This means your data may be transferred and stored securely outside the UK or European Economic Area. Where that is the case, it will be subject to equivalent legal protection through the use of Model Contract Clauses.

#### Retention

Your personal data will be stored securely by DESNZ for a maximum period of 25 years following the close of the scheme but not longer than required.

#### 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.

#### Contact details

Once your personal data has been shared with DESNZ or with its delivery partners/agents, DESNZ will become a data controller for that personal data. If you wish to make a request associated with any of the rights listed above and in relation to personal data shared with DESNZ or with DESNZ delivery partners/agents, you may contact DESNZ using the following contact details.

You can contact the DESNZ Data Protection Officer at:

DESNZ Data Protection Officer  
Department for Energy Security and Net Zero  
1 Victoria Street  
London  
SW1H 0ET  
Email: [dataprotection@BEIS.gov.uk](mailto:dataprotection@BEIS.gov.uk)

### 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.