

Privacy Notice – WH:LG Housing Retrofit Programme

Sefton Metropolitan Borough Council ('the Council') is the 'controller' for your personal information. This means that we decide the purpose and means of how your data is used as part of the Warm Homes: Local Grant (WH:LG) Housing Retrofit Programme.

If you have any questions about how your information is being used, you can contact the Retrofit Team at:

Magdalen House, 30 Trinity Road, Bootle, Merseyside, L20 3NJ

Retrofit@sefton.gov.uk

0151- 934-2848

Purpose of the processing and the legal basis for the processing

Your information is being used by the Council to administer the Warm Homes: Local Grant - Housing Retrofit Programme, and the appropriate lawful basis has been identified below:

Article 6(1)(e) of the UK GDPR gives the Council a lawful basis for collecting and using personal data in order to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law. In this case, the public task is the performance of functions under s.31 of the Local Government Act 2003, the duty to ensure public money is used responsibly and functions under fuel poverty and climate change legislation.

Description of the categories of personal data

The mandatory categories of information being processed include your name, address, personal identification documentation (ID), contact details, property ownership, household income and benefit eligibility.

Any recipient or categories of recipients of the personal data

Your information will be shared with the Department of Energy Security and Net Zero (DESNZ), Liverpool City Region Combined Authority for the purposes of monitoring and administration of the programme, Ecogee Limited, the contractor delivering the scheme and Arcus Consulting who are carrying out Quality Checks, Trustmark Compliance and Principal Designer duties.

Please note that EGOGEE will receive the mandatory data submitted as part of your application (name, address, personal identification documentation (ID), contact details, property ownership, household income and benefits eligibility). Arcus Consulting will only receive your name, address and contact details.

DESNZ Personal Information Charter

Information about the standards you can expect from the Department for Energy Security and Net Zero (DESNZ) when they collect, hold or use your personal information can be found following the link below.

[Warm Homes: Local Grant: privacy notice for end-users \(householders, landlords and installers\) - GOV.UK](#)

Retention period or criteria used to determine the retention period

Your data will be retained by the Department for Energy Security and Net Zero (DESNZ) for up to 12 months following the final publication of programme reports and may be held for up to 25 years for research, evaluation, and fraud prevention purposes. The Council will retain your information for 10 years from the end of the programme, in line with DESNZ guidance and audit requirements. These retention periods are designed to ensure appropriate oversight, compliance, and evaluation of the WHLG Programme.

The existence of data subject's rights

The UK GDPR provides you with the following rights when it comes to your personal data:

- The right to be informed how your personal data is being processed
- The right of access to the personal data we hold about you, which includes providing copies of the information to you within one month of a request. We may charge a reasonable fee to provide this information based on our administrative costs of responding (i.e. photocopying, postage, etc.).
- The right to rectification of any incorrect or incomplete data we hold about you
- The right to erasure, also known as 'the right to be forgotten', where:
 - Your information is no longer required for the purpose it was collected
 - You withdraw your consent
 - You object to the Council processing your information (and there is no overriding legitimate interest for continuing the processing)
 - The Council has breached the UK GDPR when processing your data
 - There is a legal obligation to delete the data (such as a court order)
- The right to restrict processing, which limits what the Council can do with your information
- The right to data portability, where any automated processing of your information based on your consent or as part of a contract is made available for your reuse.
- The right to object to direct marketing or any processing based on the performance of a task in the public interest/exercise of official authority or for the purposes of scientific/historical research and statistics.
- Rights in relation to automated decision making and profiling, where a decision made by a computer has a legal or significant effect on you.

The right to withdraw consent

If you change your mind and do not wish to progress with the Retrofit works on your home, you can withdraw your consent for the processing of your personal data.

To do so, please contact the Retrofit team by emailing Retrofit@sefton.gov.uk or writing to us at **Magdalen House, 30 Trinity Road, Bootle, L20 3NJ**. Upon receiving your request, we will verify your identity, log the withdrawal, and ensure that any processing of your data under the consent basis is promptly stopped. Our internal process includes notifying relevant departments, updating our records, and confirming the completion of the withdrawal to you in writing.

Once you have signed the Homeowner Retrofit Agreement you are unable to withdraw consent. The Homeowner Retrofit Agreement is a legal document which when signed, confirms your agreement to progress with the services/works outlined within the Warm Homes: Local Grant scheme and the processing of your data in accordance with this Privacy Notice.

Concerns

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance, by emailing **Retrofit@sefton.gov.uk**.

You may also contact Sefton Council's Data Protection Officer at:

E-mail: info.information@sefton.gov.uk

Telephone: 0345 140 0845

The right to lodge a complaint with a supervisory authority

You have the right to lodge a complaint regarding the processing of your personal data to the UK's supervisory authority, the Information Commissioner, who can be reached using the details below:

The Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF

Telephone: 0303 123 1113

www.ico.org.uk