



Shropshire Council: Keep Shropshire Warm, Energy Advice and Support.

Information Held About you

In order to provide accurate advice and support in regard to energy efficiency grants and additional support available through the Council's energy advice service (Keep Shropshire Warm) it is necessary to collect and hold personal information about you. You are consenting, through your engagement, to this service being provided and you can withdraw your consent for this at any time by informing us. In order to deliver the service your data will need to be shared with and processed by Marches Energy Agency so that the service can be provided to you on our behalf and with certain Grant Funding Organisations, in order to evaluate the effectiveness of programmes and to prevent fraud and misuse of funds. Further details around this is provided below.'

This information will include:-

- *Basic details about you such as your name, date of birth, gender, address, postcode and relevant contact information, (telephone number and/or email address)*
- *Contact we have had with you, such as home visits, meetings, telephone calls etc.*
- *Certain sensitive information such as physical or mental health information*
- *Certain financial information, if qualifying for grant support as a low income household.*

Who is processing my data?

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice is Shropshire Council.

Marches Energy Agency are contracted to deliver the Keep Shropshire Warm scheme in partnership with Shropshire Council. Marches Energy Agency act as Data Processors and process your information on behalf of the Council and its partners.

How will we use the Information we hold about you?

We will collect information about you (where applicable) to:-

- *Provide advice and support that is accurate and appropriate to you*
- *Signpost you to additional services which may be beneficial to you*
- *Assess your eligibility for grant support.*
- *Refer you to selected installer partners for grant support / intervention*
- *Evaluate the success of our Grant programmes.*

What is the legal basis for us to process your data?

- Processing is necessary for the performance of the service (Keep Shropshire Warm)
- Processing has a substantial public interest
- 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 controller

Who we will share your information with

We may share your information with partner organisations, including:-

- *Department for Energy Security & Net Zero (DESNZ) and Department for Work and Pensions (DWP), both funders of energy efficiency grant programmes delivered in conjunction with the Keep Shropshire Warm Service.*
- *Selected delivery partners, these include energy companies and installers, who will use the information to inform delivery of grant funded energy efficiency measures to you.*
- *Other council departments where appropriate*

We will not normally share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need-to-know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How Long do we Keep your Records

We will only keep your information for the minimum period necessary. This information will be held in accordance with Shropshire Council's data retention schedule. Details of the data retention schedule can be found [Your privacy | Shropshire Council](#)

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to the Marches Energy Agency, The Pumphouse, Coton Hill, Shrewsbury, SY1 2DP.

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing Accurate Information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact the Keep Shropshire Warm Project Manager, in the first instance;

Jess Walton, Marches Energy Agency, The Pumphouse, Coton Hill, Shrewsbury, SY1 2DP
Or via email at advice@mea.org.uk

You can also contact the Information Governance Officer, Shropshire Council. Guildhall, Frankwell Quay, Shrewsbury SY3 8TB, email: information.request@Shropshire.gov.uk

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>