

## **Shropshire Council: Affordable Warmth & Energy Efficiency (AWEE) – Privacy Notice.**

This should be read in conjunction with the Council's general Privacy Notice: [Your privacy | Shropshire Council](#)

The additional details below relate specifically to the processing of Personal Data in relation to the provision of Affordable warmth support and energy efficiency grants.

### **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 Affordable Warmth & Energy Efficiency (AWEE) Team, 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 the AWEE team 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.

### **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 (Affordable Warmth & energy Efficiency advice and support)
- 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 Affordable Warmth & Energy Efficiency team.*

- *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.*
- *Selected charity partners, who deliver associated energy advice / crisis support services*
- *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](#)

DESNZ funded programmes, including the Warm Homes Local Grant, require us to retain data for 8 years after the end of the grant funding period.

### **What are your rights in relation the personal data we process?**

Please refer to the main notice for this information.

### **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, in the first instance;

Affordable Warmth & Energy Efficiency Team, Shropshire Council. Guildhall, Frankwell Quay, Shrewsbury SY3 8TB, email: [AffordableWarmth@Shropshire.gov.uk](mailto:AffordableWarmth@Shropshire.gov.uk)

### **Complaints and concerns about the handling of your personal information:**

Please refer to the main notice for this detail

This notice was last reviewed on:  
May 2026