

### Service Area: Housing Services Directorate: Growth and City Development PN-327

11/2023

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The Sustainable Energy Team are part of Nottingham City Council, who are the data controllers for the personal data (or personal information) that we process about you. When we process personal information relating to you, we will only do so when it is necessary and where we have a lawful reason to do so.

We will use the information provided by you for a number of reasons, depending on the service or reasons for interacting with you. This includes:

- Making contact with you before we visit your home
- Maintaining, repairing, and adapting your social housing property to make it more energy efficient
- To complete support plans, risk assessments and ongoing records in order to identify support requirements for residents throughout any projects being delivered
- To provide the PV support team with information around the status of your solar panels in order for engineers to repair or maintain your solar panels
- To arrange a biennial visit to obtain meter reads and confirmation of the meter serial number
- To maintain the contract of private wire supply to various properties across Nottingham in order for you to have a reliable energy supply (through repairs and maintenance) and be billed correctly for your usage.

When we process your personal information, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

### **What personal information will the Council process?**

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above will relate to your: (this may include all, or some of the following, depending on the service).

- Name and current address
- Contact details including telephone number and email address
- Records of contact between you and our staff

The information we process about you may include the following ‘special categories of personal data’:

- Physical or mental health, for the purpose of delivering a service which meets your needs and to ensure that you receive a priority service if there is an issue with your energy supply.

### **Lawful basis for processing**

The basis under which we use your personal information for these purposes is that it is **‘necessary for the performance of a task carried out in the public interest by the Council or in the exercise of official authority vested in the Council’**.

This is a result of the powers or duties contained in:

- Construction (Design and Management) Regulations 2015
- Limitation Act 1980

The condition under which we process ‘special categories of personal data’ is that such use is Under Article 9 of the UK GDPR, the condition under which we process special categories of personal data is that such use is necessary for reasons of

substantial public interest under the following provisions of the Data Protection Act 2018 at Schedule 1 Part 2.

**Will my information be shared with other organisations or used for other purposes?**

The Council will only share your personal information with other departments within the Council, and with other organisations when it is necessary to provide the services to you, and when we have a lawful reason to do so. The Council may also share your information when we are obliged to by law.

In relation to this service, the Council may share your personal information with:

- Nottingham City Homes Registered Provider
- Nottingham City Homes Enterprise Limited
- Utility providers regarding payment matters
- The Regulator of Social Housing
- The Housing Ombudsman
- The Department for Levelling Up, Housing & Communities
- EON (in regards to the maintenance of solar panels)
- Solar PV (in regards to the maintenance of solar panels)
- Metrix, Meter Pay, Emergent (billing suppliers for electricity private wire supplies)
- Miller and Freeman, T&S (third party engineers for repairs of the main system or within individual properties)
- Any other third party providers of maintenance or repair works to your property
- Third parties we may engage to carry out surveys on our behalf

The information may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/>

The information will only be used for another purpose where it is lawful to do so.

### **Do I have to provide the information?**

You are not obliged by statute or contract to provide the information that is specified here. However, if we are not able to process your personal data we may not be able to provide you with the relevant service required.

### **How long will the Council retain the data for?**

The information that you have provided will be kept for 7 years after the contract has ended.

The Council publish an Information Asset Register (IAR), this will outline the retention periods for the personal data we process. You can find this IAR on our website <https://geoserver.nottinghamcity.gov.uk/information-asset-register/>

### **Information Rights**

The UK General Data Protection Regulation provides for the following rights as prescribed by the legislation:

A right to request a copy of your information

A right to request rectification of inaccurate personal data

A right to request erasure of your data known as 'the right to be forgotten'

A right to in certain circumstances to request restriction of processing

A right in certain circumstances to request portability of your data to another provider

A right to object to processing of data in certain circumstances

A right regarding automated decision-making including profiling

However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others.

### **Data Protection Officer**

The Data Protection Officer is Naomi Matthews. You can contact the data protection officer at:

Loxley House

Station Street

Nottingham

NG2 3NG

or at [data.protectionofficer@nottinghamcity.gov.uk](mailto:data.protectionofficer@nottinghamcity.gov.uk) .

### **Information Commissioner's Office**

The Information Commissioner's Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at [www.ico.org.uk](http://www.ico.org.uk). You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at:

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK95AF

[www.ico.org.uk](http://www.ico.org.uk)

### **Further Information**

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For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .