

Privacy Notice for EnviroEnergy



Nottingham City Council Information Compliance

Service Area: EnviroEnergy
Directorate: Resident Services
PN - 136

July 2025

EnviroEnergy (EE) 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:

- Providing you with heating and hot water or electricity services;
- Dealing with any enquiries, complaints or requests for information relating to our services and considering alternative provision to our services where necessary;
- Facilitating the payment, invoicing or billing for any of the services that either EE provide to citizens/businesses or on behalf of other clients;
- Monitoring environmental operational status;
- Monitoring service delivery; and
- Ensuring the safety, effective running and maintenance of infrastructure and machinery.

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 may relate to your:

- Name
- Address
- Proof of type of tenure e.g. private ownership, privately rented, or social housing
- Contact information (email, mobile number or landline)
- Financial details for payments, billing or invoicing (bank account details or debit/credit card details).
- Whether you are considered a 'vulnerable person' when it relevant. This may include:
 - Age;
 - Health conditions such as disabilities, physical or mental health issues, hearing or visual impairment;
 - Heat dependency assessments;
 - Any other relevant consideration or factor that we use to assess vulnerability.
- If we deal with you as a business customer, then we will process information relating to that commercial contract which may include the names and job roles of any signatories or points of contract relevant to the contractual relationship.

The information provided by you may include the following 'special categories of personal data':

- Physical or mental health (this will only be collected when assessing whether you are a 'vulnerable person').
- Ethnicity data may be asked for during consultation processes.

Lawful basis for processing

The basis under which we use your personal information for these purposes is that this is:

- That it is necessary for the performance of a contract to which you are party. This is the case when we provide you with and bill you for heating (including in cases where you pay for your heating on a pay as you go basis);
- That it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council;

The condition under which we process 'special categories of personal data' is that such use is:

- necessary for reasons of substantial public interest; or
- necessary in order to protect your vital interests

and in accordance with the provisions of the UK General Data Protection Regulation and the Data Protection Act 2018.

We may also process you may also include personal data relating to criminal offences. This may be the case when we investigate cases of fraud or other unlawful acts. The condition under which this information is processed is for the prevention and detection of unlawful acts.

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:

- Landlords or housing providers;
- Utility providers such as the National Grid , Electricity or Gas providers
- Our data processors who provide IT infrastructure and physical document services such as case management systems, payment platforms or storage.

This may include:

- Microsoft
- Lily Comms
- Sycous
- Social Services or the People Department of the Council when we believe there is a safeguarding or serious risk to health or life;
- Environment Agency. This information will not be able to identify you and is shared as part of EE and NCC's obligations to report statistics and compliance.

The information provided by you 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 to provide some of the information that is specified here. However, failure to do so would mean that we would be unable to provide you with the services described above.

How long will the Council retain the data for?

The information that you have provided will be kept for:

- The length of time that we have a contract with you, or provide you with a service, plus 6 years

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

You can contact the data protection officer at:

Loxley House,
Station Street,
Nottingham,
NG2 3NG

or at 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. 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

Further Information

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