

ECO4 Flex and GBIS Privacy Notice: South Cambridgeshire District Council

How we collect and use your personal data

This Privacy notice should be read in conjunction with our [customer privacy notice](#).

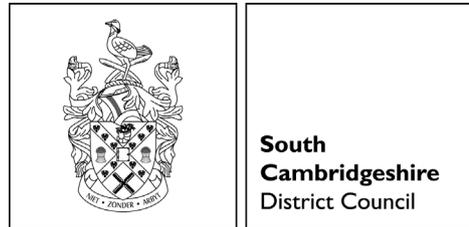
The Council has issued a Statement of Intent in accordance with the Electricity and Gas (Energy Company Obligation) Order 2022. This confirmed that the Council intends to identify and process applications from, or on behalf of, South Cambridgeshire households that may benefit from heating and energy saving measures applicable through this scheme.

The Energy Company Obligation (ECO) 4 Flexible Eligibility scheme and the Great British Insulation Scheme (GBIS) are administered by the Department for Energy Security and Net Zero (DESNZ). The Climate and Environment Team at the Council is responsible for providing declarations of eligibility under ECO4 Flex & GBIS. ECO4 Flex & GBIS run until 31 March 2026 and are regulated by the Office of Gas and Electricity Markets (OFGEM).

As the Council has issued a Statement of Intent, it is required to assess and determine whether a household is eligible under ECO4 Flex & GBIS.

If you choose to take part in the scheme, your personal data is provided to the Council by approved installers who will identify if you are in a potentially eligible household. They will collect the relevant evidence and submit it, along with an application form, to the Council on your behalf.

The Council must consider the relevant supporting evidence to determine that an eligibility route referred to in the Statement of Intent is met. It will then issue a declaration.



We are the data controller for the personal information we hold about you in relation to processing of applications for flexible eligibility for this scheme. To comply with data protection legislation, we want to be sure you understand how we use this information.

Why do we collect your personal data?

Upon receiving your personal data, we will use it to:

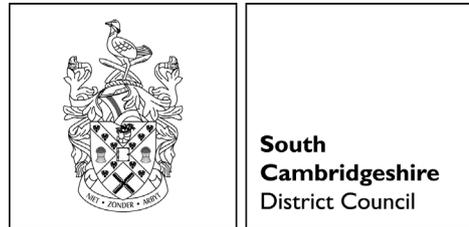
- Confirm eligibility for the schemes as required by the Office for Gas and Electricity Markets (OFGEM).
- Fulfil our responsibilities for determining whether households are eligible.
- To produce declarations for all eligible households that we identify.
- To comply with mandatory OFGEM checks for the duration of, and after the scheme closes.

Failure to provide relevant personal data will mean that we will be unable to process your application.

What type of personal data do we process?

The personal data we process may include:

- Contact information including your name, address, telephone number, email address. This data is collected to contact you regarding your application.
- Identification evidence including photograph ID, date of birth and National Insurance number. This data is collected to identify you as the beneficiary of the scheme.



- Household status including whether you are a homeowner or occupier, council tax letters, mortgage statements. This is used to identify how many people are resident in the property, and to confirm the property tenure.
- Financial information including details of income, tax returns, P60 documentation, pension statements, P45 documentation, credit checks, benefit entitlement, Council tax reduction evidence, bank statements. This data is collected to determine the financial eligibility of the household.

We may also need to consider personal data which comprises Special Categories of Personal Data relating to your health. This will only be the case if your application is submitted under eligibility Route 3 (Medical Referrals). This may include:

- Details of GP/Hospitals/ NHS trusts.
- Medical and health conditions.
- Eligibility for benefits due to medical or health conditions.

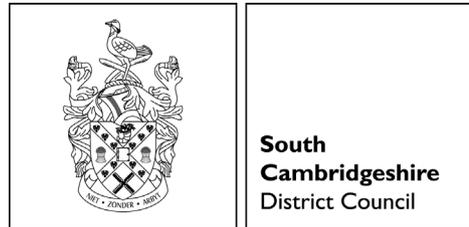
For more information on how your data may be used, please see OFGEM's privacy notices for [ECO4 Flex](#) and [GBIS](#).

Who we share your data with

Your personal data will be shared with energy suppliers, their installer/contractors and the Office of Gas and Electricity Markets (OFGEM).

We do this to ensure works completed under these schemes are compliant to the guidance issued by OFGEM, and in line with the published government regulations. These can be found at:

- [Energy Company Obligation \(ECO\) - Local Authorities | Ofgem](#)
- [Great British Insulation Scheme - Local authorities | Ofgem](#)
- [The Electricity and Gas \(Energy Company Obligation\) Order 2023](#)



The above list is not meant to be exhaustive.

By supplying your personal data, you are consenting for us, and the organisations above, to use your personal data for the purposes of processing your application.

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 if there is a 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. Otherwise, we will only share your data if you ask us to or if the law requires or allows us to.

Legal basis for using your information

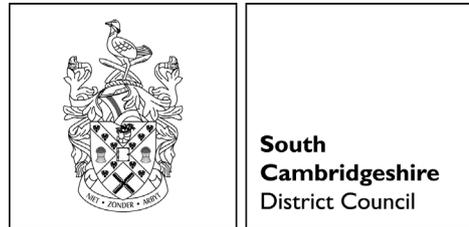
We rely on the following lawful basis to process personal data for ECO4 Flex & GBIS:

Public Task: The processing is necessary for the Council to perform a task in the public interest or for its official functions with a basis in law.

The legislation that relates to ECO4 Flex includes, but is not limited to:

- Electricity and Gas (Energy Company Obligation) Order (2022)
- Digital Economy Act (2017)

We rely on an additional lawful basis to process your Special Categories of Personal Data. The lawful basis is “Reasons of substantial public interest (with a basis in law)” meeting the condition in Schedule 1, Part 2 of the Data Protection Act 2018 as below:



(6) Statutory etc and government purposes.

How long do we keep your data for?

If eligibility for this scheme is confirmed, we will retain your data in accordance OFGEM's audit requirements until 31 March 2029.

If eligibility for a given scheme is not confirmed, then we shall retain your information for 12 months from the date of that decision.

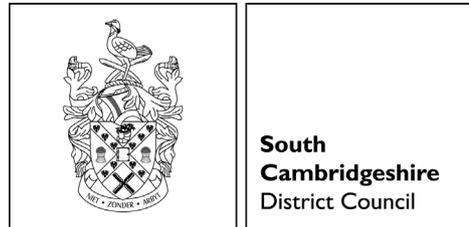
Where can I find more information about my rights?

The Government has set out several data protection principles and rights for you that we must follow when using your personal data. These principles and rights are detailed in the Data Protection Act. How we comply with these principles and rights is explained in our [Customer Privacy Notice](#).

Your right to access your information

In regards to all of the above you can request access to information that we hold about you. This is called a Data Subject Access Request; you will need to request this information in writing. You will be required to provide proof of identity. We must respond to you within one calendar month (however if we feel the request is complex we may ask for an extension of this period).

If the information we provide is incorrect you must write to us and tell us what information is incorrect and ask that it be corrected. If we do not agree that the information is incorrect you may ask us to record your disagreement. There is no charge for this service; however, a charge may be incurred if the request is deemed to be manifestly unfounded or excessive, particularly if it is repetitive. In certain circumstances, it may be the case that your request is denied and will write to you and inform you if that is the case.



Complaints

If you wish to complain about the way in which your personal data has been processed then your complaint will be dealt in accordance with our [Complaints Procedure](#).

If you are still unhappy with the decision, you have a right of appeal to [ICO Complaints](#).

Contacting South Cambridgeshire District Council

If you have any questions or comments about this Privacy Notice, please contact:

Climate and Environment Team, South Cambridgeshire District Council, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA.

(email: homeenergy@scambs.gov.uk)

Information Governance, 3C ICT, Huntingdonshire District Council, Pathfinder House, St Mary's Street, Huntingdon PE29 3TN

(email: infogov@3Csharedservices.org)