



Bristol Heat Pump Ready Privacy Notice

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our project. We may update this privacy notice from time to time. When we do this, we will communicate any changes to you and publish the revised privacy notice on our website.

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on [Bristol City Website](#)

What data we need to collect and use?

To provide this service, we will collect (via our partners the Centre for Sustainable Energy and Veritherm) and use some or all of the personal information below:

- Your name, contact postal address, email address and (optional) phone number
- Details of the property applying for, or receiving the energy efficiency or low-carbon heating installation(s) under the Scheme
- Household home ownership or tenure status and any other scheme eligibility information
- Details about the installation(s) applied for or installed at the property under the Scheme, including type, size, predicted performance, cost and installer details
- Grant amount and any financial contribution you or others have made towards the installation(s) under the Scheme
- Customer referral source or customer source for initial awareness of the scheme
- Other scheme participation information, such as the local authority, unique property reference number (UPRN), property type and characteristics including EPC1 rating from the heat pump ready survey
- Your property's measured heat demand
- Your property's air-tightness
- Your property's recommended retrofit measures
- Measurements of your house dimension and fabric to create a heat loss calculation
- Heat pump performance data and its energy use (separate opt in option if available in future)

CSE as Bristol City Council's delivery partner will collect your personal data and share pseudonymized address data with Buro Happold Limited for the purposes of Scheme data analytics.

Installers (via our delivery partner The Green Register):

- Your name, contact business address, email address and phone number
- Trustmark/MCS accreditation details (including if operating under an umbrella) and any other relevant certification information
- Business information, including name, type of business and number of employees
- Details of installations delivered under the Scheme, including type, size and cost and details of the properties at which the installations are installed
- Whether directly contracted or sub-contracted to install installations under the Scheme

Surveyors (via our delivery partner The Green Register):

- Your name, contact business address, email address and phone number
- Business information, including name, type of business and number of employees

MCS Quality Assurance Audit

- Your name, contact postal address, email address and (optional) phone number
- Details of the property applying for, or receiving the energy efficiency or low-carbon heating installation(s) under the Scheme
- Details about the installation(s) applied for or installed at the property under the Scheme, including type, size, predicted performance, cost and installer details
- Your property's measured heat demand
- Heat pump performance data and its energy use (separate opt in option if available in future)

Elmhurst

- Measurements of your house dimension and fabric to create a heat loss calculation

We use this information for one or more of the following reasons:

The purposes for which Bristol City Council, its partners and the Department for Energy Security and Net Zero (DESNZ) are processing your personal data is to support the delivery, administration, evaluation and quality assurance of the scheme. This includes the assessment of applications by the Centre for Sustainable Energy for the funding of surveys and installations at the property, monitoring the use of any funding and creating a record of installations and expressions of interest. We will also use this data to improve our understanding of which homes are most suitable/ ready for a heat pump.

Bristol City Council and its delivery partners/agents and funder (DESNZ) obtain your personal data from the Centre for Sustainable Energy and Veritherm. Delivery and



administration of the scheme may require linking of your data to other datasets held by DESNZ and/or DESNZ delivery partners/agents.

DESNZ have commissioned IPSOS Mori to evaluate the scheme. You may therefore be contacted by DESNZ, IPSOS Mori or its delivery partners/agents to take part in further research. Where the research involves the processing of personal data in addition to that already collected for delivery of the scheme, you will be given the opportunity to opt-in to that research at the point of contact.

As part of the evaluation of the project we would also like to monitor the performance of your heat pump. You will be asked to confirm this at the stage where you provide us with a letter of intent to proceed with a heat pump installation.

Bristol City Council may wish to contact you in future to offer you further opportunities regarding decarbonisation projects in your home. You will be asked to opt in to this during your follow up phone call.

Your data may also be used for statistical, research and audit purposes and to contact you (if you opt in) in future regarding projects to support the energy efficiency improvements of your home.

BCC and/or CSE may pass on data about you and your home to MCS for the purposes of a quality assurance audit undertaken by MCS to ensure standards have been met.

Who else might we share your personal information with?

DESNZ and its delivery partners/agents for delivery, administration, audit and evaluation of the Scheme, statistical and research.

Your personal data may be shared with MCS for the purpose of upholding installation standards under the Scheme. Your personal data may also be shared with other Government departments such as HM Treasury and the Department for Levelling Up, Housing, and Communities, where necessary.

Sometimes we may need to share your information, but we will only do so where we have a valid legal basis to share data. We will only share the minimum information for each circumstance. We may share some of your personal information with one or more of the following:

We may share your data if we are required to do so by law, for example by court order or to prevent fraud or other crime.

Personal data shared may be stored on DESNZ's IT infrastructure and may therefore also be shared with DESNZ's data processors Microsoft and Amazon Web Services. Your pseudonymized data will be held on Buro Happold's Microsoft Azure platform in the UK for data analytics to be undertaken.

We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf. These processors are:

Veritherm [Privacy Policy - Veritherm](#)

The Green Register - [Privacy Policy – The Green Register](#)

Buro Happold [Privacy Policy – Buro Happold](#)

Subject to further householder agreement Buro Happold and/or Veritherm will also receive data regarding the performance of your heat pump once installed. This will be for the purpose of quality assurance and also understanding the implications of impact on the local electricity grid of installing your heat pump.

Will my personal data be sent outside the UK?

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

What is the legal basis for our use of your personal information?

The information below shows the legal bases we are relying on to use your personal or special category (sensitive) personal information.

You can see a list of the full legal bases we may rely on by looking at our main privacy notice.

Personal information

The legal basis for processing your personal data is: Public task

Processing is necessary for the performance of a task carried out in the public interest.

The specific public task is the delivery, administration, audit, evaluation and quality assurance of the Scheme, as well as statistical, research and fraud prevention purposes relating to the Scheme. HPR is a government funded scheme aiming to accelerate the uptake of heat pumps in England. This aligns to our duties under the 2008 Climate Change Act to decarbonise homes.

For the purposes of delivering the surveying of your home and potential heat pump installation within the Heat Pump Ready in line with our objectives we will be requesting your consent to process your personal information such as address and contact details.

Please note, you are able to withdraw your consent at any stage by emailing matt.jones@bristol.gov.uk and we will ensure that we refresh the consent annually.



How long we will keep your personal information?

We will hold this information for as long as it is needed, or if we are required to do so by law. In practice this means that your personal information may be retained for the relevant period listed below:

- Until project end (currently January 2025)
- For 5 years subject to confirmation of an opt in for being contacted in future regarding energy efficiency schemes

After this, your personal information will be deleted

Your rights as a data subject

The law gives you a number of rights to control what and how personal information is used by us, including the right to access a copy of your personal information and withdraw your consent when we rely on your permission to use your personal data.

Full details about how we use and share your data and your rights can be found on our [Corporate Privacy Notice](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) whom will be able to send a hard copy.

To update or correct your information if it is inaccurate please [contact Citizens Services](#).

To access a copy of your personal information, more details and how to make a request can be found on the [data protection subject access requests page on the council website](#).

You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at data.protection@bristol.gov.uk or by writing to our data protection officer at:

Data Protection Officer

Information Governance

Bristol City Council

City Hall

PO Box 3399

Bristol

BS1 9NE



If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk/>