

Privacy Notice - Retrofit Pilot Project

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 service. 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 and use some or all of the personal information below:

- Name
- Address and details of property receiving the WECA funding and retrofit installation
- Details about the expected energy, carbon and cost savings expected to be delivered by the installation, including pre and post-installation property EPC details where appropriate
- Email address
- Phone number

We get most of this information from you and from what we learn about you through your use of our services, but we may also get some information about you from:

- Bristol City Leap

How do we use your personal information?

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

The purpose(s) for which we are processing your personal data is to support the delivery and administration of The Retrofit Project and WECA Scheme (Sustainable Warmth) (together the Scheme).

Delivery and administration of the Scheme may require linking of your data to other datasets held by Bristol City Leap or WECA.

WECA will be conducting an evaluation of the Scheme. This may include you being contacted to take part in further research. Where the research involves 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.

Who else might we share your personal information with?

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:

- Ameresco (data processor)
- The Centre for Sustainable Energy (CSE)
- Fineline Architectural Design
- TF Energy
- ESW
- Solarsense
- City Leap Energy Partnership Limited
- SPS Cromwell
- West of England Combined Authority (WECA)
- Casa Environmental (asbestos)
- Ashcroft Services (roof)
- Ashton Scaffolding
- Ofgem and delivery partners of central and local government home energy schemes such as the Energy Company Obligation and Renewable Heat Incentive

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

Our legal basis for using your personal information 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 (Article 6 (1) (e)). Specifically, this data sharing and processing is required in order for:

- Bristol City Council to carry out their functions in relation to fuel poverty as set out under the Warm Homes and Energy Conservation Act 2000 and the Fuel Poverty (England) Regulations 2014;

Privacy Notice Bristol City Council



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:

- **Personal information – 6 Years**

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/>