

Privacy Notice – Rolling Retrofit Programme

Who we are

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. This privacy notice should be read alongside the councils [Corporate Privacy Notice](#).

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

Bristol City Council's Housing and Landlord Services manage council homes and provide support to tenants, focusing on quality housing, resident satisfaction, and community well-being. The Housing Repairs and Maintenance Service ensures properties are safe and well-maintained through timely repairs, planned upgrades, and regular inspections.

What data do we need to collect and use?

To provide this service, we will collect and use some or all the personal information below:

- Name
- Address and details of property receiving the funding and retrofit installation
- Details about the retrofit measures being installed at the property
- Details about the expected energy, carbon and cost savings expected to be delivered by the installation, including pre- and post-installation property Energy Performance Certificate (EPC) details where appropriate
- Temperature, humidity and heating system performance data to evaluate the works at a sample of properties
- Email address
- Phone number
- Language Preference
- Resident Alerts/Housing System Identifiers
- Household details e.g. number of occupants in a property



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- Housing needs e.g. if there is a ramp or other accessibility-related adaptations in the property
- Physical or mental health details e.g. where relevant relating to any support needs required at appointments

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:

Cookies/tracking tools, technology you use to access our services, information from publicly available sources (press, electoral register, company registers and other public records), health and education providers, commissioned partners, family members, your legal representative, referees, employers, regulatory bodies, police, other local authorities etc.

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 our Rolling Retrofit Programme and delivery of grant funding including but not exclusive to the Department for Energy Security and Net Zero (DESNZ) scheme (Warm Homes: Social Housing Fund), administered by the West of England Combined Authority (WECA).

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

WECA and other parties interested in the delivery of energy efficiency measures may conduct evaluations 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.

We will use this information for housing services which includes tenancy management and repairs to our assets.

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](#).



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Our legal basis for using your personal information is:

- Processing is necessary for the performance of a task carried out in the substantial public interest and in the exercise of official authority vested in the controller (*Article 6 (1) (e) - Public task*).
- Processing is necessary for reasons of substantial public interest, on the basis of Domestic Law which shall be proportionate to the aim pursued (*Article 9(2)(g)- Substantial public interest*). The substantial public interest condition is *6. Statutory and government purposes*.

Processing is necessary for the performance of a task carried out in the substantial public interest and in the exercise of official authority vested in the controller (Article 6 (1) (e) and Article 9 (2) (g)). 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.

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 and all data shared will not be made publicly available. We may share some of your personal information with one or more of the following:

- Ameresco Limited and 3rd party contractors/partners delivering services for the purpose of the programme's implementation.
- City Leap Energy Partnership Limited and 3rd party contractors/partners delivering services for the purpose of the programme's implementation.
- West of England Combined Authority (WECA)
- The Department for Energy Security and Net Zero (DESNZ) and its contractors for the purposes of delivery, administration, and evaluation of the scheme(s). This includes statistical analysis, research, and fraud prevention. This may include use of suppliers to detect and prevent fraud, recover debt, prosecute offenders, and conduct assurance audits to understand and reduce fraud and error exposure
- Ofgem and delivery partners of central and local government home energy schemes such as the Energy Company Obligation and Renewable Heat Incentive
- Value Optimised Retrofit
- Appointed delivery and research and evaluation partners for Warm Homes: Social Housing Fund Wave 3 or other grants/ schemes
- Other government departments and agencies who may share this data across their schemes



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- Delivery agents and partners
- Devolved administrators (including their delivery agents/partners if necessary)
- TrustMark, Microgeneration Certification Scheme (MCS) and other accreditation bodies

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.

How long we will keep your personal information?

Bristol City Council will hold this information for as long as it is needed, or if we are required to do so by law. For the purposes of this rolling retrofit programme, your personal information may be retained for up to 6 years.

Your personal data will be stored securely by DESNZ for a maximum period of 7 years following the close of the Scheme or, if later, the completion of installations funded under the Scheme, for the delivery, administration and evaluation of the scheme.

For the purposes of prevention and detection of fraud, error and non-compliance, some data will be stored and shared by DESNZ for a maximum of 25 years. Individual records may be retained beyond this if they relate to ongoing actions such as prosecutions, appeals or debt recovery.

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](#).



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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/>

Next annual review date: 01/09/2025

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