

## CCBC Privacy Notice – ECO 4

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

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| <b>Introduction:</b>  | <p>Conwy County Borough Council is a Data Controller registered with the Information Commissioners Officer.</p> <p><a href="https://ico.org.uk/ESDWebPages/Entry/Z4738791">https://ico.org.uk/ESDWebPages/Entry/Z4738791</a></p>  |
| <b>The Service who will be processing (using) your personal data is:</b>  | <p><i>Conwy Housing Solutions and Corporate Admin Team.</i></p>   |
| <b>The reason (purpose) it is necessary to process your personal data is:</b>   | <p><i>As part of the ECO4 scheme, Local Authorities are acting as an administrative function for Ofgem and energy suppliers by verifying eligibility of householders wishing to claim funding for home improvements to increase their SAP band rating. CCBC will issue declarations to the installer to claim this funding, following the checking of submitting data against the Statement of Intent (SOI).</i></p>  |
| <b>The personal data that will be collected and processed is:</b>   | <p><i>Examples of evidence and data collected/stored, for the four eligibility routes are:</i></p> <ul style="list-style-type: none"> <li>- <i>Names/addresses/phone numbers/emails (evidenced through photo ID and utility/Council Tax bills)</i></li> <li>- <i>Income information (evidenced through bank statements, P45s etc.)</i></li> <li>- <i>Benefits information (evidenced through letters)</i></li> <li>- <i>Property ownership (evidenced through Land Registry or title deeds)</i></li> <li>- <i>Health conditions (evidenced through a set template for completion by Health Boards/GPs)</i></li> </ul> |
| <b>The lawful basis for processing your personal data is:</b><br><br>(see <a href="#">Lawful basis for processing   ICO</a> )   | <p><i>Article 6 (1)(e) Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.</i></p>   |
| <b>Details of any special category data collected and processed (if any):</b>   | <p><i>In the case of Route 3, evidence will be requested regarding an eligible health condition (i.e. cardiovascular, respiratory, immunosuppressed or mobility related) via an Ofgem provided template for Health Board/GP completion.</i></p>   |
| <b>The lawful basis for processing your special category data is:</b><br><br>(see <a href="#">Special category data   ICO</a> ) | <p><i>Article 9 (2)(g) Substantial public interest.<br/>(The relevant Data Protection Act 2018 conditions are – Schedule 1 Part 2: Support for individuals with a particular disability or medical condition)</i></p>   |
| <b>How/where your data is stored:</b>   | <p><i>Internally through CCBC's S: and K: drives, and also stored on the APP software to enable checklist completion. This is held within the UK.</i></p>   |
| <b>How long your data will be held for:</b>   | <p><i>As per Ofgem audit requirements, LAs are responsible for collection and retaining sufficient evidence for up to three years after the Final Determination of ECO4 (31 March 2026).</i></p>  |
| <b>Who your data may be shared with:</b>  | <p><i>As per Ofgem audit requirements, Ofgem themselves and the relevant energy suppliers in the scheme may request information to verify eligibility further.</i></p>  |
| <b>Your data rights:</b>  | <p>In law you have a range of rights over your personal data which include:</p>   |

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|  | <ul style="list-style-type: none"> <li>• the right to be informed</li> <li>• the right of access to the personal data we hold about you.</li> <li>• the right to correct any inaccuracies within the personal data we hold.</li> <li>• the right to have your personal data deleted when it is no longer required.</li> <li>• the right in limited circumstances to restrict how your personal data is used.</li> <li>• the right to object to the use of your personal data.</li> </ul> <p>In the rare situations where we rely on consent as the lawful basis upon which we process your personal data, you may withdraw that consent at any time.</p> <p>Please also see the CCBC Full Privacy Notice:</p> <p><a href="#">Conwy County Borough Council Full Privacy Notice - Conwy County Borough Council</a></p> |
| <p><b>Any other information relevant (if required)</b></p> | <p><i>In order to reduce the likelihood of falsified eligibility claims, additional audit checks will be carried out on sample ranges of applications. These audit checks would include verified of Land Registry records and verification calls where applicable.</i></p> <p><a href="#">ECO privacy notice   Ofgem</a></p>   |
| <p><b>Service contact</b></p>                              | <p><i>ECO Flex</i><br/> <a href="mailto:ecoflex@conwy.gov.uk">ecoflex@conwy.gov.uk</a></p>   |
| <p><b>Information Governance Unit</b></p>                  | <p>If you have any other questions about how your personal data is used or you wish to exercise any of your rights referred to above please contact:</p> <p>Conwy County Borough Council<br/> Information Governance Unit<br/> PO Box 1 Conwy LL30 9GN<br/> <a href="mailto:info-gov.unit@conwy.gov.uk">info-gov.unit@conwy.gov.uk</a><br/> 01492 577215</p> <p>If you believe we have failed to handle and manage your personal data appropriately you have the right to appeal to the:</p> <p>Information Commissioner’s Office – Wales 2nd Floor<br/> Churchill House<br/> Churchill Way<br/> Cardiff<br/> CF10 2HH<br/> Email: <a href="mailto:wales@ico.org.uk">wales@ico.org.uk</a></p>  |