

# Epsom and Ewell Boiler Scheme: GDPR Privacy Notice

## Privacy Notice

This notice sets out how Action Surrey and Epsom and Ewell Borough Council as the lead authority and scheme owner will use your personal data, and your rights. It is devised under Articles 13 and/or 14 of the General Data Protection Regulation (GDPR).

This notice relates to data collected under Epsom and Ewell Boiler Upgrade Grant (EEBUG) ('the Scheme') operated and managed by Action Surrey and funded by Epsom and Ewell Borough Council. Action Surrey is an energy efficiency advice service established by Surrey local authorities and operated by Thamesway Sustainable Communities; a company wholly owned by Woking Borough Council.

### YOUR DATA

#### *The data*

Action Surrey will share your data with Epsom and Ewell, or with an installer appointed by Action Surrey to act on its behalf in connection with the scheme to process the following personal information.

Epsom and Ewell Borough Council:

- Postal address and details of property applying.
- Household income status, benefit receipt status, home ownership or tenure status and any other Scheme eligibility information.
- Details about the installation/ repair applied for or installed at the property under the Scheme, including type, size, cost and installer details.
- Scheme awarded grant amount.
- Customer referral source or customer source for initial awareness of the Scheme.
- Other Scheme participation information, Scheme reference number, unique property reference, property type and characteristics including EPC rating.
- Information of previous access to government grant schemes.
- Your name, gender, date of birth, contact postal address email address and phone number.

Installer:

- Your name, contact address, email address and phone number.
- Trustmark/ certificates, accreditation details and any other relevant certification information.
- 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.

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### Purpose

The purpose(s) for which Action Surrey and delivery partners/Installer are processing your personal data is to support the delivery and administration of the Scheme. This includes the assessment of applications or managing and creating a record of installations. Epsom and Ewell Borough Council may be conducting an evaluation of the Scheme for statistical, research, audit, and fraud prevention purposes.

### Legal basis of processing

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, and evaluation of the Scheme, as well as statistical, research and fraud prevention purposes relating to the Scheme. The EEBUG is a local authority funded scheme aiming to upgrade or repair gas boilers that are un efficient or close to end of life. This will support residents in risk of fuel poverty.

### Recipients

Your personal data will be shared with:

- Epsom and Ewell borough Council for delivery, administration, audit and evaluation of the Scheme, statistical, research and fraud prevention purposes.
- Relevant installers on the Action Surrey network who can carry out the works through a referral process.
- Thameswey Sustainable Communities Ltd, as the operator of Action Surrey.
- On customer request, research organisations working on approved projects for public interest benefit research purposes. Your data will be stored securely at a data archive and made accessible through a secure environment to accredited UK researchers working on approved research projects. Third parties that can provide further support on behalf of EEBC at resident's own request. You will be able to opt in or out at the time of application.

Your personal data may be shared with Trustmark for the purpose of upholding installation standards under the Scheme.

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.

## **Epsom and Ewell Boiler Scheme: GDPR Privacy Notice**

### Data Collection

Action Surrey may use different methods to collect personal data, including the following:

- You provide us with personal data directly, for instance by filling in online or postal forms requesting this information.
- We obtain personal data from publicly available sources, e.g. Companies House, HM Land Registry.

### Data Security Collection

Action Surrey have put in place appropriate physical and technical measures to safeguard the personal data we collect on our customer relationship management tool.

However, please note that although we take appropriate steps to protect personal data, no device, computer system, transmission of data or wireless connection is completely secure and therefore we cannot guarantee the absolute security of personal data shared with us over the internet.

## **YOUR RIGHTS**

You have the right to request information about how your personal data are processed, and to request a copy of that personal data.

You have the right to request that any inaccuracies in your personal data are rectified without delay.

You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.

You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.

You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

You have the right to object to the processing of your personal data.

You have the right to withdraw consent to the processing of your personal data at any time, where processing is based on your consent.

You have the right to request a copy of any personal data you have provided, and for this to be provided in a structured, commonly used and machine-readable format.

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### CONTACT DETAILS

The data collectors for your personal data are Action Surrey. Once your personal data has been shared, delivery partners/agents will become a data controller for that personal data.

If you wish to make a request associated with any of the rights listed above and in relation to personal data shared, you may contact Action Surrey or Epsom and Ewell Borough Council using the following contact details:

You can contact the Action Surrey Data Protection Officer and the 'scheme owner' at:

ThamesWey Group Ltd  
The Energy Centre  
Poole Road  
Woking  
GU21 6DY  
Email: [gdprregister@thamesweygroup.co.uk](mailto:gdprregister@thamesweygroup.co.uk)

Principal Housing Grants Officer  
Epsom and Ewell Borough Council  
The Old Town, The Parade.  
Epsom  
KT18 5B  
Email: [hia@epsom-ewell.gov.uk](mailto:hia@epsom-ewell.gov.uk)

Action Surrey. ThamesWey Group Ltd  
The Energy Centre  
9 Poole Road  
Woking  
GU21 6DY  
Woking  
Email: [info@actionsurrey.org](mailto:info@actionsurrey.org)

### COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
0303 123 1113 / Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.