

## Privacy Notice – Sustainable Warmth

### **Who we are**

London Borough of Havering (LBH) is registered with the Information Commissioner's Office (ICO) as a 'Data Controller' This privacy notice applies to you ('the service user') and LBH ('the Council'). The Council takes the privacy of your information very seriously.

### **What data do we collect**

We collect your address, the EPC rating of your home and whether you are in receipt of council tax assistance.

### **Why we collect your data**

We collect your data so that we can identify whether your property is eligible for any energy saving measures, and if so they could be promoted to yourselves to take up.

### **The lawful basis for processing your data**

The Article 6 lawful basis we use to process your data as set out in UK data protection legislation is:

(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.

### **How we use your data**

We will use your data to identify, cross reference and promote any potential grants available to your property, based on the information we know.

### **Who we will share your data with**

We will not share your personal data with any third party.

### **How long we will keep your data**

We will keep your data safe and secure for a period of **Seven** year(s) in line with our retention Schedule. After this time, it will be securely destroyed.

### **How do we protect your data**

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

### **Know your rights**

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your individual rights at [Havering data privacy statement and your data rights | Data protection | The London Borough Of Havering](#) or at <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: [GDPR-dataprotection@onesource.co.uk](mailto:GDPR-dataprotection@onesource.co.uk).