



COMMUNITY
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Fuel Poverty – Privacy Notice and Customer Agreement for signing

Who will process my information?

Your information will be processed by the Wellbeing and Public Health Service and/or Inclusion Cornwall which are part of Cornwall Council. The Data Controller for all the information you provide on this form is Cornwall Council, New County Hall, Treyew Road, Truro TR1 3AY. Data Protection Registration Number: Z1745294.

The Council is registered as a Data Controller with the Information Commissioners Office (Registration Number Z1745294) under the Data Protection Act (2018).

Why are you processing my information?

Cornwall Council Wellbeing and Public Health Service, along with all local authorities, have a duty to improve the health of the population they serve. This includes a responsibility to reduce fuel poverty across Cornwall and the Isles of Scilly. One of the ways we do this is through working with our delivery partners to provide home energy advice and improvements to households in fuel poverty and/ or those considered vulnerable to cold.

Cornwall Council has the unique power to offer services to fuel poor/ vulnerable residents in Cornwall who are not eligible for help with fuel poverty directly from the suppliers in Cornwall. This enables 'flexible eligibility' for householders in Cornwall to access support from the Energy Company Obligation (ECO) scheme. In order to assess householders' eligibility for ECO personal sensitive data will be handled by Cornwall Council under public interest underpinned by the Warm Homes and Energy Conservation Act and the Public Health Outcomes Framework.

Why do you need my information?

You are applying for Cornwall Council facilitated home energy support so we need your name, address and eligibility details in order to process your application. The information you provide on this form will be used to assess your eligibility for, and if eligible, refer you for home energy support funded through the Energy Company Obligation (ECO), Warm Homes Fund (WHF) and/ or the Warm Home Discount Industry Initiative (WHD-II).

Without this information we will not be able to assess your eligibility or refer you for home energy support. Cornwall Council will only use this information in conjunction with your application for home energy support.

Who else will we share your information with?

In order to facilitate the delivery of home energy improvements for fuel poor/ vulnerable households across Cornwall personal data will be handled and shared by Cornwall Council with the Council's Warm and Well Cornwall delivery partners Inclusion Cornwall, SSE Energy Solutions (SSE), Community Energy Plus (CEP) and the Cornwall Rural Community Charity (CRCC) under 'Public Task'. LA Flex installers: Sustain Energy UKI Ltd; City Energy Network Ltd; Smart Energy West Mids Ltd; QERB Energy; Baxter Kelly; Euro Insulations; Evan Thomas & Sons; South Coast Insulations Ltd; Happy Energy; A&M Energy Solutions; All Seasons Interiors Ltd; Stellar Energy; Cosy Home Solutions Ltd; Golden Globe Ltd, Energy Grant



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Solutions, URP Ltd, Max Energy Ltd, Carbon Saving Group, Evolve Home Energy Solutions
RMS Energy Solutions, JJ Crump & Son Ltd.

The ability for Cornwall Council to share data with the partners named above (excluding SSE) is subject to valid data sharing agreements with named LA Flex installers.

In order to check you are eligible for the Energy Company Obligation (ECO) scheme (non-Flexible Eligibility), the Energy Savings Trust (EST) on behalf of its partners wish to do a Yes/No check with Department for Work and Pensions (DWP).

The purpose of this check is solely to verify your eligibility to receive support from the ECO scheme, your data will not be used for any other purposes by Cornwall Council or its partners named above. At no time do any of the above partners view information about your benefits.

How do you make the decision?

Your details will be processed by staff Inclusion Cornwall and Wellbeing and Public Health who will assess your application against the criteria set out in the Cornwall Council ECO Flexible Eligibility Statement of Intent and Policy (available via phdesk@cornwall.gov.uk or telephone 01872 323583) and online here)

[Statement of Intent 2017](#)

[Statement of Intent 2019](#)

Your details will also be entered into an automated 'Yes/No check' hosted by Department for Work and Pensions (DWP) which identify where you are in receipt of any of the eligible benefits, (available via phdesk@cornwall.gov.uk or telephone 01872 323583) and online here <https://www.gov.uk/energy-company-obligation>) to determine your eligibility for home energy support through the Energy Company Obligation (ECO).

If you disagree with the automated decision, you have the right to request that Cornwall Council staff reviews it using the same criteria and calculation method.

Details of safeguards

Your data will be held within Cornwall Council's secure network and premises and will not be processed outside of the UK. Access to your information will only be made to authorised members of staff who are required to process it for the purposes outlined in this privacy notice.

Our delivery partners detailed in this privacy notice will also maintain the same levels of security that we do which are set out in the contract we have with them.

Data retention

Three years after the completion of the scheme Cornwall Council will delete all the information we hold for the purposes of the delivery and evaluation of home energy support funded through the Energy Company Obligation (ECO), Warm Homes Fund (WHF) and/ or the Warm Home Discount Industry Initiative (WHD-II).

What are my data rights?

Your personal information belongs to you and you have the right to:

- be informed of how we will process it



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- request a copy of what we hold about you and in commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way)
- have it amended if it's incorrect or incomplete
- have it deleted (where we do not have a legal requirement to retain it)
- restrict how we process it
- object to us using it for marketing or research purposes
- object to us using it in relation to a legal task or in the exercise of an official authority
- request that a person reviews an automated decision where it has had an adverse effect on you

As information is being processed under Public Task, the right to request erasure is not absolute. As such Cornwall Council would consider any requests for deletion on a case by case basis.

How do I exercise these rights?

If you would like to access any of the information we hold about you or have concerns regarding the way we have processed your information, please contact:

Data Protection Officer
Cornwall Council County Hall
Truro TR1 3AY
Tel: 01872 326424
Email: dpo@cornwall.gov.uk

How do I lodge a complaint?

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office Tel No. 0303 123 1113 <https://ico.org.uk/concerns/>

Need more help?

For more information and advice on how the Council uses your personal information, please contact Wellbeing and Public Health at:

Telephone: 01872 323583
Address: Wellbeing and Public Health
1st Floor (East) New County Hall
Treyew Road TRURO
TR1 3AY Email: phdesk@cornwall.gov.uk

For independent advice and guidance on the Data Protection Act, contact the Information Commissioner's Office (national regulator) go to: <https://ico.org.uk>

Further details about how the Council processes personal data can be found within the Council's overarching privacy notice at the following link:

<https://www.cornwall.gov.uk/council-and-democracy/data-protection-and-freedom-of-information/data-protection/how-we-use-your-information/>



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Additional information can also be found on the Information Commissioners website at: <https://ico.org.uk/>

If you need help in understanding or completing this form, please contact Wellbeing and Public Health on telephone number 01872 323583 or email phdesk@cornwall.gov.uk

By ticking the box below, and providing your details, I confirm that understand that Cornwall Council will process the information I have provided to process my application for home energy support, funded through the Energy Company Obligation (ECO), Warm Homes Fund (WHF) and/ or the Warm Home Discount Industry Initiative (WHD-II), as per detailed in this privacy notice.

By ticking the box below I confirm that I understand that Cornwall Council will share my information with our delivery partners Inclusion Cornwall, Council of the Isles of Scilly, SSE Energy Solutions (SSE), Community Energy Plus (CEP), Cornwall Rural Community Charity (CRCC), Citizens Advice Cornwall, NHS. LA Flex installers: Sustain Energy UKI Ltd; City Energy Network Ltd; Smart Energy West Mids Ltd; QERB Energy; Baxter Kelly; Euro Insulations; Evan Thomas & Sons; South Coast Insulations; Happy Energy; A&M Energy Solutions; All Seasons Interiors Ltd; Stellar Energy; Cosy Home Solutions Ltd; Golden Globe Ltd, URP Ltd, Max Energy Ltd, Carbon Saving Group, Evolve Home energy Solutions, RMS Energy Solutions, Energy Grant Solutions, JJ Crump & Son for the purposes of them re-contacting me in order to facilitate the delivery and evaluation of Cornwall Council endorsed home energy support funded through the Energy Company Obligation (ECO), Warm Homes Fund (WHF) and/ or the Warm Home Discount Industry Initiative (WHD-II). under 'Public Task' Ltd.

By ticking the box below I confirm that I understand that your information will be shared with the Energy Saving Trust (EST) to in order to allow them to carry out the Yes/ No check to assess whether I am receipt of Energy Company Obligation (ECO) eligible benefits through accessing the Department of Work and Pensions (DWP) database.

I declare that the information I have given on this form is correct and complete.



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Privacy and Customer Agreement please sign below Winter Wellbeing Application (CW9)

I, (customer's full name)

Of, (customer's address)

Hereby accept the offer of *Energy Efficiency (such as first-time central heating, boiler & heating upgrades, heating repairs, insulation and other measures)*

For the purpose of Energy Efficiency

On behalf of Winter Wellbeing Partners (including Inclusion Cornwall/Cornwall Community Foundation/Community Energy Plus/Cornwall Rural Community Charity/Citizens Advice Cornwall).

- I understand that the payments are made on the condition that they are used only for the stated purpose and are offered on the basis that the information supplied to Inclusion Cornwall is accurate and up to date.
- I agree to inform Inclusion Cornwall immediately, in writing, of any changes in my circumstance and agree to repay any monies I receive to which I am not entitled.
- I will declare any monies I receive on all applications for in-work benefits such as Housing benefit, working Families Tax credit etc.
- This agreement has been read to me and I understand that in accepting the money, I accept its terms.

Customer Signature	Print Name	Date
Advisor Signature	Print Name/Organisation	Date

Please return completed form to Inclusion Cornwall Hub bev.wilson@cornwall.gov.uk (any queries call 01872 326552) or post to Inclusion Cornwall, c/o Inclusion Cornwall NCH, Treyew Road, Truro TR1 3AY. * A signed copy must be provided, to progress this application and all the above boxes ticked

Disclaimer: "If you request an LA Flex installer to provide you with services or goods under the Warm and Well Scheme then you will be entering into a contract with them. The Council will not be a party to that contract and advises you to read any paperwork with the LA Flex installers as they will solely be responsible for any services or goods they provide to you."

Please ensure you have signed this form above and ticked all boxes.