

The following information applies to the HEAT scheme.

Data Controller:

Tamworth Borough Council
Marmion House
Lichfield Street
Tamworth
Staffordshire
B79 7BZ

Data Protection Officer:

Nicola Hesketh
Tamworth Borough Council
Marmion House
Lichfield Street
Tamworth
Staffordshire
B79 7BZ

Email: data-protection@tamworth.gov.uk

Retention:

Records are kept in accordance with the Council's disposal schedule and we will not keep your information for longer than necessary. Our Retention Schedule can be found at:

<https://www.tamworth.gov.uk/sites/default/files/privacy/Retention-Schedule.pdf>

Rights: You have certain rights under UK Data Protection law including:

- The right to be informed
- The right of access to your personal data
- The right of rectification (to have any inaccuracies corrected)
- The right of erasure (to have your records deleted)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

All rights may not be available to you in all circumstances. Further information about your rights is available on our website at: <http://www.tamworth.gov.uk/privacy-notice> or the ICO Website at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Information Collected

Name
Address
Contact Information
Financial Information

Special Category Information

Health

Purpose Collected

Your personal information is collected by us and passed on to HEAT who will contact you on our behalf. Contact may include:

- organising an assessment of eligibility,
- provide advice in relation to energy efficiency,
- provide financial assistance in the form of grants or loans
- organising energy efficiency improvements

Some of your personal information may be used to monitor the success of the scheme.

We may use your personal information to assist with debt management and the collection of money owing to the Borough Council such as rent, Council Tax, or other sundry debts.

Legal Purpose

For contact involving assessments and advice, we will use your personal information with your **Consent**. Consent can be removed at any time by contacting Tamworth Borough Council.

For financial assistance or energy efficiency improvements, your personal information will be processed under **Contract**.

Third Parties we might share information with

We will share your personal information with third parties where required by law or where it is necessary to administer the HEAT Scheme. Examples of the organisations we may need to share information with are below, this list is not exhaustive:

HEAT
Third-party contractors
Utility providers

Third-Party Service Providers – Which third parties process my personal information?

Third-party service providers are companies who process information on Tamworth Borough Council's behalf. The following third-parties process personal information about you for the following purposes:

HEAT – who provide the scheme on Tamworth Borough Council's behalf

Third –party contractors – who are providing any energy efficiency work

Utility providers – as part of providing energy advice

How secure is my information with third-party service providers?

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with the GDPR regulations. Our third-party service providers are not permitted to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Your personal data is processed (including storage) within the European Economic Area only.

More information

Tamworth Borough Council's Privacy Notice can be found at:
<http://www.tamworth.gov.uk/privacy-notice> or a hard copy provided upon request.

If you have a concern about the way that we are collecting or using your personal data, we ask that you contact us in the first instance. Alternatively, you can [contact the Information Commissioner's Office](#).

This Privacy Notice may change from time to time and will be subject to annual review. The last known update/review date can be located at the top of the page.

By regularly reviewing this page you will ensure that you are always aware of what information we collect, how we use it and under what circumstances, if any, we share it with others.