Department for
Energy Security
& Net Zero

Notice

Warm Homes: Social Housing Fund Wave 3 - privacy notice

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This publication is available at https://www.gov.uk/government/publications/warm-homes-social-housing-fund-privacy-notice/warm-homes-social-housing-fund-wave-3-privacy-notice

This notice sets out how the Department for Energy Security and Net Zero (DESNZ) will use your personal data relating to Wave 3 of Warm Homes: Social Housing Fund (WH:SHF Wave 3), and your rights. It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation (UK GDPR). This notice relates to data collected under WH:SHF Wave 3, operated by successful applicants to the scheme and funded by DESNZ.

Your data

We (DESNZ), and DESNZ's delivery and research partners, will process the following personal data:

Households offered installations under WH:SHF Wave 3

- address including the Unique Property Reference Number and details of the property receiving WH:SHF Wave 3 installations, such as archetype, heating fuel source and if the property is on-off gas grid
- details about the WH:SHF Wave 3 installations at the property, including measure type, cost and manufacturer details
- if relevant, the amount of funding the household contributed towards WH:SHF Wave 3 installations
- information of the property from Energy Performance Certificate such as the property rating, banding, features, assessor details etc.
- any information collected by Social Housing Landlords or their contracted research partners who are undertaking self-conducted evaluation

Installers

- company name and contact details
- relevant accreditation and registration information, such as Trustmark or MCS license numbers
- lodgement certificate, lodgement date, measure details from TrustMark and other similar accreditation bodies such as Microgeneration Certification Scheme
- details of WH:SHF Wave 3 installations delivered (including cost)
- whether directly contracted or sub-contracted by a Social Housing Landlord to install WH:SHF Wave 3 installations

Registered Providers of social housing and Registered Charities

- names and business contact details (address, email, and phone number) of Social Housing Landlords or Arms-Length Management Organisations, their employees, and their delivery partners, involved in preparing and submitting an application under WH:SHF Wave 3
- names and business contact details (address, email, and phone number) of employees of Social Housing Landlords, and their delivery partners involved or proposed to be involved in the implementation of an application if it is successful

We obtain your personal data from Grant Recipients of WH:SHF Wave 3. Data may also be obtained from TrustMark, Ofgem, other government departments and from other organisations administering central or local government schemes that support energy efficiency or low-carbon heating measures.

Purpose

We process your personal data for the following purposes:

- to support the delivery and administration of WH:SHF Wave 3
- evaluation of the scheme
- to inform the development of government policy.

This may require linking of your data to other datasets held by DESNZ.

Your data may also be used for statistical and research purposes.

For the prevention and detection of fraud, error and non-compliance the data listed will be processed for activity including but not limited to:

- preventing, detecting and investigating fraud, error and non-compliance
- conducting other activities such as linking data across schemes (to prevent/detect breaches of schemes rules) and assurance audit activity to understand fraud and error exposure and how to reduce it
- controls testing and assurance of oversight and delivery of the scheme to inform improvements
- taking administrative actions in connection with fraud
- debt recovery, prosecution and any other related activities

See the Fraud and Error Privacy Notice for further details: Using home retrofit scheme data to manage fraud and error (https://www.gov.uk/government/publications/using-home-retrofit-scheme-data-to-manage-fraud-and-error-privacy-notice/using-home-retrofit-scheme-data-to-manage-fraud-error-and-non-compliance-privacy-notice#:~:text=Data%20will%20be%20shared%20with,detection%20and%20prevention%20purposes%2C%20including)

DESNZ will conduct an evaluation of the scheme with Registered Providers of social housing and Registered Charitie to understand its impacts and effectiveness. This may include you being contacted by DESNZ or its research partners to take part in research. Where this evaluation research involves processing of personal data in addition to that already collected for delivery of the Scheme, you will be given the opportunity to opt-in to that research at the point of contact (relying on consent). This processing will be the subject of a separate Privacy Notice. In practice this means that our evaluation contractor may call, email or write to you to invite you to take part in an interview, as well as provide you with more information about what the research will involve.

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 public tasks are outlined above and include the delivery, administration, audit, evaluation, prevention and detection of fraud, error and non-compliance of WH:SHF Wave 3.

This data will be used to ensure use of public funds has delivered value for money, and realised intended benefits, including to inform policy making in the fields of energy efficiency, fuel poverty, and health. It will also support DESNZ' functions relating to carbon reductions under the Climate Change Act 2008.

Recipients

Your personal data will be shared with:

- appointed delivery and research and evaluation partners for WH:SHF Wave 3
- other government departments and agencies who may share this data across their schemes
- delivery agents and partners
- scheme delivery administrators such as local authorities (including their delivery agents/partners if necessary), Ofgem
- devolved administrators (including their delivery agents/partners if necessary)
- relevant teams within the energy companies that are delivering a scheme on behalf of Ofgem, government or similar
- TrustMark, Microgeneration Certification Scheme (MCS) and other accreditation bodies
- across schemes or DESNZ appointed suppliers where necessary for the detection and prevention of fraud and error, debt recovery, prosecution and any related activities including assurance audit activity to understand fraud and error exposure and how to reduce it

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.

As part of DESNZ IT infrastructure, your personal data will be stored in the UK on systems provided by our data processors - Microsoft and Amazon Web Services. This does not mean we actively share your personal data with these entities; rather, they are technical service providers who host infrastructure supporting our IT systems.

Retention

Your personal data will be stored securely by DESNZ for a maximum period of 7 years following the close of the Scheme or, if later, the completion of installations funded under the Scheme, for the delivery, administration and evaluation of the scheme.

For the purposes of prevention and detection of fraud, error and non-compliance, some data will be stored and shared for a maximum of 25 years. Individual records may be retained beyond this if they relate to ongoing actions such as prosecutions, appeals or debt recovery.

International transfers

Your data will be processed in the UK.

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 where it is processed for direct marketing purposes.

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

To exercise your rights please contact the Data Protection Officer using the contact details below.

Contact details

Once your personal data has been shared with DESNZ or with its delivery partners, DESNZ will become a data controller for that personal data.

> Contact the DESNZ DPO:
>
> DESNZ Data Protection Officer
> Department for Energy Security and Net Zero
> 3-8 Whitehall Place
> London
> SW1A 2EG
>
> Email dataprotection@energysecurity.gov.uk

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.

> Contact the Information Commissioner's Office (ICO):
>
> Email icocasework@ico.org.uk
>
> Contact form https://ico.org.uk/mak... (https://ico.org.uk/make-a-complaint/data-protection-complaints/data-protection-complaints/)
>
> Telephone 0303 123 1113

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

Updates to this notice

If this privacy notice changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures you are always aware of what information we collect, how we use it, and under what

circumstances we will share it with other parties. The ‘last updated’ date at the bottom of this page will also change.

If these changes affect how your personal data is processed, we will take reasonable steps to let you know.

Last updated: 7 March 2025

[See all updates] (https://www.gov.uk/government/publications/warm-homes-social-housing-fund-privacy-notice#full-publication-update-history)

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