



Privacy Notice – Energy Company Obligation (ECO) Housing Strategy & Development

This notice explains what information the council needs in order to process applications to the UK Government Energy Efficiency Funding Programme.

Information held about you

West Lothian Council will collect the following personal information about you:

- Your name, address, contact number, and email address
- The address of the property relevant to the enquiry
- Energy performance of your property
- Household income
- Vulnerability e.g. having dependent children aged 8 or younger
- Benefits eligibility

We receive this information from contractors who are installing the energy efficiency improvements. This information is provided from the household to the contractor directly.

Who is processing my data?

All personal information is held and processed by West Lothian Council in accordance with Data Protection Law.

How will we use information we hold about you?

We will use this information to process your eligibility to receive support from the UK Government Energy Efficiency Funding Programme.

We are obligated to collect this data under The Electricity and Gas (Energy Company Obligation) Order 2018 and The Housing (Scotland) Act 2014.

We will only use your personal information where it is permitted by law and where:

- We need to use your personal information to perform our contract with you;
- We need to use your personal information to comply with our legal or regulatory obligations as a Local Authority;
- You have given us your consent to use your personal information to access funding under The Electricity and Gas (Energy Company Obligation) Order 2018; and
- It is in our legitimate interests to process your personal information (such as our legitimate interests to identify improvements in our services to

DATA LABEL: Public

you, and our legitimate interests to obtain feedback on our services) and there is no disadvantage to you or risk to your personal information.

Who we will share your information with?

This information will not be shared with any internal or external services.

How long do we keep your records?

The council will only retain information pertaining to your house number, street name and postcode. These are kept in our databases for one year.

Your rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

To make a request for information, amendment or erasure, you will need to put your request in writing to the Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF

Email – dpo@westlothian.gov.uk

Providing accurate information

DATA LABEL: Public

It is important that we hold accurate and up to date information about you in order to process your application, and meet our obligations set out in The Electricity and Gas (Energy Company Obligation) Order 2018 and The Housing (Scotland) Act 2014.

If any of your details have changed, or change in the future, please ensure that you tell us as soon as possible so that we can update your records. You can do this by contacting us via email at EcoFlex@westlothian.gov.uk

Further information

If you have any questions or concerns about how your information is used, please contact the Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF or email dpo@westlothian.gov.uk

More information about data protection and how it applies to you, including how to make a complaint, is available from the [Information Commissioner's Office](#)

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113