

# Privacy notice – Environment and Business Energy Efficiency D2EE

## Who we are?

Derby City Council is the local government unitary authority for Derby City. Our address is The Council House, Corporation Street, Derby, DE1 2FS.

## How do we collect information from you?

We collect information from you when you fill in any of our electronic D2 Energy Efficiency (D2EE) project forms obtained via email or from our website [www.derby.gov.uk/d2ee](http://www.derby.gov.uk/d2ee) ; also when you contact us in writing, complete and return a paper D2EE form, speak to us on the phone, by email, text message or any other type of electronic communication, or talk to us face to face.

## What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and /or the reason why we need to process information relating to you. This could be personal information (for example your name and business address), or other more sensitive data (such as equalities information) that we would only collect and use in very particular circumstances that are set out by law.

## How is your information used?

In accordance with any contract you enter into or seek to enter into we may use your information to: check eligibility for support from the project; register your business for support from the project; carry out energy data analysis and research for audit reports and grant applications; process applications for D2EE grant funding; provide the necessary documentary evidence to our funder for grants and energy consultancy provided to businesses; send you communications that you have requested; check information you have provided, or information about you that someone else has provided, with other information we hold; get information about you from certain third parties, or give information to them to check the accuracy of information, prevent or detect fraud or protect public funds. These third parties include Government Departments, other Local Authorities and private sector companies, as allowed by law.

We process ethnicity and disability information in accordance with our duties under the Equality Act 2010.

## Research and statistics

Anonymised and pseudonymised data may be used for research and statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.



## Who has access to your information?

We may share your information with:

- Other Council Departments – for example, to ensure we meet our statutory duties; assess any contribution to means-tested payments or grants provided by the Council; to refer your organisation on for further assistance from the Council (with your permission), or to prevent fraud and the misuse of public funds.
- External organisations such as the Ministry of Housing, Communities and Local Government, which manages the European Regional Development Fund (ERDF) for England (the D2EE funder); the University of Derby and Derbyshire County Council, our D2EE Project Partners; software providers, external auditors. This is largely for contractual monitoring and reporting procedures as required by our ERDF funding and for other purposes allowed by law including to prevent fraud and the misuse of public funds. It also helps us check the information you have given us to make sure we are handling your data correctly.
- Relevant individuals such as the contracted technical energy consultant for the D2EE project.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

## What are your rights in relation the personal data we process?

**Access** – you can request copies of any of your personal information that is held by the Council.

**Rectification** – you can ask us to correct any incorrect information.

**Deletion** – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

**Portability** – you can ask us to transfer your personal data to different services or to you.

**Right to object or restrict processing** – you have the right to object to how your data is being used and how it is going to be used in the future.

**Right to challenge automated decisions** - you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

## How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule; information about this is at <https://www.derby.gov.uk/retention-schedule/>. We will comply with Data Protection legislation.

## What security precautions are in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption.



We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

## **Keeping your data up to date**

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

## **Under 13**

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand, whenever you provide us with personal information.

## **Cookies**

### **What are Cookies and why are they used?**

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://www.derby.gov.uk/site-info/about-cookies/>.

## **Complaints**

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

**By Post:** Information Governance

The Council House,  
Corporation Street,  
Derby, DE1 2FS

**By phone:** 01332 640763

**By email:** [data.protection@derby.gov.uk](mailto:data.protection@derby.gov.uk)

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

**By Post:** Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**By phone:** 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit [ico.org.uk](http://ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

