

PRIVACY NOTICE - ECO FLEXIBLE ELIGIBILITY

The following information provides details on how we may collect, use and where appropriate share personal information in relation to planning in accordance with the General Data Protection Regulations (GDPR). It should be read in conjunction with the Council's privacy notice document.

Why we collect your information	Hartlepool Borough Council will collect your personal information for the purposes of assessing ECO flexible eligibility applications	
What information do you collect about me?	<p>We will collect, store and use the following categories of personal information about you:</p> <ul style="list-style-type: none"> • Names of household members • Dates of Birth of household members • Information on income, benefits and savings • Information on health conditions 	
Will you collect more sensitive personal information about me?	<p>We will collect information categorised as sensitive in order to carry out our legal obligations and in line with our data protection policy.</p> <p>This may include information such as:</p> <ul style="list-style-type: none"> • Information on health conditions <p>which is collected with the consent of the individual submitting the application</p>	
How will you collect personal information about me?	We collect personal information by letter, email, telephone, online and through face to face contact with you or, on occasion, an agreed representative appointed by you.	
How will the Council use the information it collects about me?	<p>Most commonly, we will use your personal information in the following circumstances:</p> <p>The data subject has given consent to the processing of his or her personal data for one or more specific purposes.</p>	
In what situations will you use my personal data?	<p>Reason for processing</p> <p>We will use your personal data for</p> <ul style="list-style-type: none"> • Verifying eligibility of a premises under the flexible eligibility provision of Affordable Warmth 	<p>Basis</p> <p>Consent has been given to process your personal data</p>
What if I don't want to provide the Council with my personal information?	Unfortunately if you do not provide the information as described above we will be unable to verify your eligibility under the flexible eligibility provision of Affordable Warmth	

<p>Will you share my personal information with third parties?</p>	<p>It may be necessary to share your information with other third party organisations in order to determine eligibility under the flexible eligibility provision of Affordable Warmth These may include:</p> <ul style="list-style-type: none"> • ECO providers • Energy companies • Appointed contractors of energy companies
<p>Which third parties process my personal information?</p>	<p>The following third party organisations may process information about you:</p> <ul style="list-style-type: none"> • Northgate Public Services – The Council’s IT provider Northgate may have to access the system on occasions where there is a fault
<p>How long will you keep my data</p>	<p>We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available from www.hartlepool.gov.uk/retention-schedules.</p>
<p>Your rights in connection with personal information</p>	<p>Under certain circumstances, by law you have the right to:</p> <ul style="list-style-type: none"> • have inaccurate or incomplete data we hold on you corrected • request the erasure of personal data we hold • object to processing • request the restriction of processing of your personal data • request the transfer of your personal data • Request access to your personal information <p>If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer in writing.</p> <p>For further information on your rights please visit: www.hartlepool.gov.uk/GDPR</p>