

## **Privacy Notice - Energy Switch to Save Scheme**

### **Who we are:**

Energy Team  
Residential Services  
Zone C, Town Hall  
St Ives Road  
Maidenhead  
SL6 1RF

Contact email: [energy.manager@rbwm.gov.uk](mailto:energy.manager@rbwm.gov.uk)

### **Lawful basis for processing the information:**

Localism Act 2011

Article 6(1)(e) of the General Data Protection Regulations 2016 – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

### **How we collect information from you:**

Personal data is supplied by the service user over the phone or personal data is shared with us by our scheme partner ichoosr.

### **What type of information is collected:**

1. contact details;
2. email address;
3. phone numbers;
4. title;
5. Whether the service user is on the priority services register;
6. Whether the service user is in receipt of the Warm Homes Discount;
7. Current energy supplier and tariff;
8. Energy usage and spend.

### **How we use the information provided:**

Information is collected when a service user opts for the offline registration process. A member of the Energy Team will collect this information over the phone. The Energy Team member will input the information directly onto the ichoosr online registration page. Once all the registration information has been inputted online a document is downloaded confirming the input information. A copy of this document is

posted to the service user and the original download is stored for the duration of the auction cycle. If there are any disputes regarding the input data then this document will be referred to for evidence. After the auction cycle has ended the downloaded document will be destroyed as well as the associated letter it is sent out with.

After an auction cycle our scheme partner icoosr will share the available collected data for all scheme registrants with the council. If the service user has selected to share their data the above information will be provided to the council. If the service user opted to not share data then their registration information is anonymised. If service users have opted to share their data then this information may be used to contact them in the future regarding either this scheme or other relevant schemes. The data will be anonymised before being used for any council reporting. The data will be held on the council's servers in a password protected spreadsheet.

**Who has access to the information about you:**

Members of the Energy Team will be able to access the information about you.

**Who we may share your information with:**

We may share your information within the Communities, Enforcement and Partnerships division of the council.

**How long we store your information:**

Records will be kept in a password protected spreadsheet on the council's servers until the Energy Switch to Save Scheme is closed down.