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Service Area:	Corporate Finance
Work Area:	Internal Audit
Contact Details:	01443863425 Internalaudit2@caerphilly.gov.uk
Privacy Notice Name:	Energy Bills Support Alternative Funding and Alternative Fuel Support
Description of Privacy Notice:	This privacy notice will describe how we intend to process your data in order to provide the Energy Bills Support Scheme (EBSS) Alternative Funding service and the Alternative Fuel Payment Scheme (AFPS).

How we will use your information

Source and type of information being processed

Categories of personal data obtained

Caerphilly County Borough Council has obtained the following categories of your personal data:

- Name
- Address
- Contact information
- Date of birth
- Financial information and bank account details
- Housing costs
- Landlord/tenancy information
- Appointees/representatives details
- Information contained on documents that are provided as evidence of identity/residence
 - Utility bills
 - Driving licences
 - Care home invoices
 - UK driving licence

Source of the personal data

This information has shared with Caerphilly County Borough Council by another organisation as detailed below:

Your information was shared with us by the UK government Department for Energy Security and Net Zero (DESNZ) via the Salesforce system you applied for this service through.

If you would like further information on the source of this information please contact Caerphilly County Borough Council. You may be required to apply for this information as a Subject Access Request.

Purpose and legal basis for using your information

Purpose of processing

To determine entitlement to payment by verifying details and confirming your identity, to facilitate any payments and to prevent, detect and investigate errors and fraud.

Legal basis for processing

There is a public task obligation to process your information detailed below:

We are processing your information to deliver the Energy Bills Support Scheme (EBSS) Alternative Funding service and Alternative Fuel Payment Scheme (AFPS) as set out by the UK government.

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

1(e) 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;

Data Protection legislation provides extra protection for certain classes of information called 'special category personal data'. If any information falls within the definition of special category personal data then an additional condition from Article 9 of the Regulations must be identified, as outlined below:

2(g) processing is necessary for reasons of substantial public interest, on the basis of domestic law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;

Additionally as we are relying on the substantial public interest condition in Article 9(2)(g), a substantial public interest condition set out in Part 2 of Schedule 1 of the Data Protection Act (2018) must be identified, as outlined below:

6(1) This condition is met if the processing—

(a) is necessary for a purpose listed in sub-paragraph (2), and

(b) is necessary for reasons of substantial public interest.

(2) Those purposes are—

(a) the exercise of a function conferred on a person by an enactment or rule of law;

(b) the exercise of a function of the Crown, a Minister of the Crown or a government department.

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Mr Carl Evans
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.

Details of main users of your information

Corporate Finance will be the main users of your information, they will check your details against the terms and conditions of the scheme and either validate the application, decline or contact you for further information. All decisions will be processed and notified via Salesforce.

If a payment is approved your data will be shared with the payments team in order to make a payment to you.

Details of any sharing of your information within Caerphilly County Borough Council

Personal information may be shared with other departments as necessary to deliver the Energy Bills Support Scheme (EBSS) Alternative Funding service and Alternative Fuel Payment Scheme (AFPS). For example we may determine eligibility using council tax or housing data.

Details of any sharing of your information with other organisations

We will share information back to the UK government Department for Energy Security and Net Zero (DESNZ) as part of our reporting obligations under the scheme. This information includes:

- Application reference number;
- Applicant's name (and any contact details for any third party individual supporting or making the application on behalf of the applicant);
- Date application received;
- Outcome of application and reason for decision-making;
- Assurance evidence in line with the Guidance (such as bank account details, Council Tax records, UK Driving licence, utility bill, care home invoice, tenancy agreement);
- Payment fraud or error, money recovered and subsequent fraud and error reporting

For further information on how DESNZ will process your information, they have published their own privacy notice online available here: [Privacy notice \(apply-for-energy-bill-alternative-funds.service.gov.uk\)](https://www.gov.uk/privacy-notice-apply-for-energy-bill-alternative-funds)

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice.

Information supplied directly to CCBC (and not uploaded to Salesforce) will need to be kept for 7 years as it supports the payments made and grant payments to reimburse.

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection legislation

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

How we will use your information

We are processing your information to determine entitlement to payment by verifying details and confirming your identity, to facilitate any payments and to prevent, detect and investigate errors and fraud. We are relying on the public task legal basis as set out in the General Data Protection Regulations (2018). Your information will be shared with the UK government Department for Energy Security and Net Zero. We will retain your information for 7 years.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[{Hyperlink to Full Privacy Notice on our website}](#)