

Energy Bill Relief Scheme (EBRS) pass-through notification form for heat suppliers



Department for
Business, Energy
& Industrial Strategy

Privacy Notice

This notice sets out how we will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation (UK GDPR).

YOUR DATA

The data

We will process the following personal data:

- Contact name and contact details of heat suppliers (“intermediaries”¹);
- Addresses of heat suppliers, where the supplier address is not a commercial premises;
- Address information, where the size of the heat network is suitably small so that it is possible to identify individual heat network customers.

Purpose

The purpose(s) for which we are processing your personal data is:

The Secretary of State processes the personal data you provide through this notification for the purpose of a task to be carried out in the public interest. The task is a complaints investigation and resolution service in GB and NI for customers on heat networks. The service has been set up for the purpose of the Energy Bill Relief Scheme Pass-through requirements, which are part of the Government’s energy support package. The task will be carried out by the Energy Ombudsman (EO) and the General Consumer Council for Northern Ireland (CCNI).

Legal basis of processing

The legal basis for processing your personal data is:

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 data controller by the Regulations. BEIS collects and processes your data for the purpose of regulatory activity. The task is a regulatory function, specifically the handling

¹ “Intermediary” as defined in regulation 11(6) of The Energy Bill Relief Scheme Pass-through Requirement (Heat Suppliers) (England and Wales and Scotland) Regulations 2022 (as amended) and regulation 10(6) of The Energy Bill Relief Scheme Pass-through Requirement (Heat Suppliers) (Northern Ireland) Regulations 2022 (as amended).

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of consumer complaints in GB and NI in relation to the Energy Bill Relief Scheme Pass-through requirements, which are part of the Government's energy support package.

The following Regulations, made under the Energy Prices Act 2022, provide for the task in the public interest:

The Energy Bill Relief Scheme Pass-through Requirement (Heat Suppliers) (England and Wales and Scotland) Regulations 2022 (as amended);
The Energy Bill Relief Scheme Pass-through Requirement (Heat Suppliers) (Northern Ireland) Regulations 2022 (as amended).

Recipients

We have contracted a third-party service provider to collect and store the data on behalf of the Secretary of State.

Your personal data will be shared by us with the Office for Product Safety and Standards, which is part of the Department for Business, Energy and Industrial Strategy (BEIS), the Devolved Administrations, the Energy Ombudsman and the General Consumer Council for Northern Ireland.

Data-sharing agreements setting out the purpose for the other parties' use, terms on which the data must be stored and handled and means of destroying the data once the purpose has expired will be agreed by BEIS before your personal data is shared.

We may share your data if we are required to do so by law, for example by court order or to prevent fraud or other crime.

Retention

Your personal data will be kept by us for the duration of the regulatory activity and we will continue to process personal data for as long as heat suppliers continue to have an obligation under the Regulations or may be subject to compliance activity, for up to seven years.

Automated decision making

Your personal data will not be subject to automated decision making.

Your Rights

You have the right to request information about how your personal data are processed, and to request a copy of that personal data.

You have the right to request that any inaccuracies in your personal data are rectified without delay.

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You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.

You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.

You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

Your data are not used for marketing purposes.

International Transfers

Your personal data will be processed in the UK.

As your personal data is stored on our IT infrastructure and shared with our data processors Microsoft and Amazon Web Services it may be transferred and stored securely outside the UK and European Economic Area. Where that is the case, it will be subject to equivalent legal protection through the use of Model Contract Clauses.

Complaints

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an UK independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113
casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

Contact details

The data controller for your personal data is the Department for Business, Energy & Industrial Strategy (BEIS). You can contact the BEIS Data Protection Officer at:

BEIS Data Protection Officer
Department for Business, Energy and Industrial Strategy
1 Victoria Street

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London
SW1H 0ET

Email: dataprotection@beis.gov.uk

Updates to this notice

If this privacy notice changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures you are always aware of what information we collect, how we use it, and under what circumstances we will share it with other parties. A 'last updated' date at the bottom of this page will also change and the revision to the Privacy Notice will be recorded alongside the date of change.

If these changes affect how your personal data is processed, we will take reasonable steps to let you know.