

## Heat Metering and Billing Notification Data GDPR Privacy Notice

**This privacy notice will help you to understand how we use your personal data collected through the Notification Template, and what rights you have regarding your personal data. Paragraph 13 shows additional information on how data collected relating to heat networks for analysis and quality assurances purposes will be used. This includes the name and location of the network but not personal contact details.**

It is important that you read this notice, together with any other privacy notice that is provided to you on specific occasions when we are collecting or processing your personal data, so that you are aware of how and why we are using it.

This notice does not form part of any contract. This notice can be updated at any time; we will inform you if the way we handle your personal data changes.

Personal data is any information that can be used to identify a living individual, either on its own, or in combination with other pieces of data. Examples of personal data include your name and address.

Data processing includes the collection, use, and storage of data.

The data controller for the Notification data is the Department for Business, Energy & Industrial Strategy (BEIS). For notification data relating to any heat network with final customers located in Scotland, BEIS and Scottish Government will act as joint data controllers.

**The Data Protection Officer for BEIS** can be contacted using the contact details below:

The Data Protection Officer Department for Business, Energy & Industrial Strategy (BEIS) 1 Victoria Street London SW1H 0ET

Phone Number: 020 7215 5000

Email: [dataprotectionofficer@beis.gov.uk](mailto:dataprotectionofficer@beis.gov.uk)

**The Data Protection Officer for the Scottish Government** can be contacted using the contact details below:

Data Protection Officer, Victoria Quay, Commercial Street, Edinburgh, EH6 6QQ

Email: [DataProtectionOfficer@gov.scot](mailto:DataProtectionOfficer@gov.scot)

### 1. The purpose of processing your data

BEIS and the Scottish Government processes the personal data you provide through the Notification Template for the purposes of performing tasks carried out in the public interest or related to exercising authority as the Office for Product Safety and Standards, which is part of BEIS.

### 2. The lawful basis for processing your data

BEIS and the Scottish Government process your personal data for the performance of a task carried out in the public interest or in the exercise of the official authority given to it, per Article 6(1)(e) of the GDPR.

Where you have given consent to being contacted by us, for example, to receive newsletters, regulatory updates, or surveys, BEIS may process your personal data for the performance of a task carried out on the basis of consent, per Article 6(1)(a) of the GDPR unless such communication is otherwise covered under Article 6(1)(e) above.

### **3. Your rights**

You have the following rights regarding your personal data:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object

Rights in relation to automated decision making and profiling;

If you wish to exercise your rights, please contact the Data Protection Officer. More information on your rights under the GDPR can be found at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr>

### **4. The right to withdraw consent**

You have the right to withdraw your consent at any time where BEIS and The Scottish Government is relying on consent to process your personal data.

If you wish to exercise your right, please contact the Data Protection Officer.

### **5. If you do not provide your personal data**

If you are legally obliged to provide personal information, you may be committing an offence if you refuse. For example, it is an offence for any heat supplier to fail to comply with Regulation 3, Duty to Notify, of the Heat Network (Metering and Billing) Regulations 2014.

For matters where you are not legally obliged to provide personal information, and you choose not to, then BEIS and Scottish Government may not be able to administer your request.

### **6. Personal data transfers**

Personal data (your name, telephone number and email address) may, occasionally and for a limited period of time, be shared with contractors acting under the direction of BEIS and The Scottish Government (for those networks with final customers based in Scotland), for the purposes of conducting research in the public interest..

Your personal data is always shared using secure transfer methods. Personal data may, occasionally and for a limited period of time, be shared with contractors acting under the direction of BEIS and The Scottish Government (for those networks with final customers based in Scotland), for the purposes of conducting research in the public interest. We will update our privacy notice to reflect any such data transfers or the appointment of new contractors.

Personal data is currently shared with:

**The Centre of Sustainable Energy:** in order to sample a small number of heat network operators for contact by email to participate in a telephone interview and/or focus group on district heating. Participation in this research project will be optional and this will be made clear in the invitation.

**Ricardo Energy & Environment:** in order to sample heat networks operators for contact to take part in a voluntary survey to provide more recent figures for district heat networks. These will be used for policy analysis and to comply with our legal obligation to report to Eurostat under article 24(6) of Directive 2012/27/EU of the European Parliament and of the Council on energy efficiency (the EED). Participation in the survey is voluntary and this will be made clear when participating.

## 7. How long we keep your personal data

We retain personal data for the duration of the regulation activity. We review the personal data that we have not processed on a lawful basis in the previous 2 years and only hold the personal data as long as is necessary to meet our regulation obligations. We also retain personal information for as long as is necessary where you have given consent to being contacted by us.

## 8. The use of automated decision making

Your personal data are not used in any automated decision making (making a decision solely by automated means without any human involvement) or profiling (automated processing of personal data to evaluate certain conditions about an individual).

## 9. Change of purpose

We will process your personal data for the purpose for which we collected it. If we process your personal data for another purpose that we reasonably consider to be compatible with the original purpose, we will notify you and explain the legal basis which allows us to do so.

Please note that we might process your personal data without your knowledge or consent, in compliance with the above rules where this is required or permitted by law.

## 10. Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial changes. We will also notify you in other ways from time to time about the processing of your personal data.

## 11. How to lodge a complaint

If you have a complaint regarding the processing of your personal data, then please contact the Data Protection Officers listed above.

You also have the right to lodge a complaint with the ICO (supervisory authority) at any time. Should you wish to exercise that right full details are available at;

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulationgdpr/individual-rights>

## 12. Details of transfers to third country and safeguards

The data you provide will not be transferred outside the European Community.

### **13. Additional information relating to commercially sensitive data transfers**

For statistical and analytical purposes, BIES will share heat network data including the name and location of the network but excluding personal contact details with other government entities, regulatory authorities, or contractors who are conducting analyses and / or quality assurance on behalf of BEIS (and The Scottish Government for networks with final customers based in Scotland) to meet their public duty. Any organisation undertaking such analyses are bound by the National Statistics Code of Practice (available here; <https://www.statisticsauthority.gov.uk/code-of-practice/>) which includes specifics on data security and confidentiality.

The results of any such work will be published in aggregated format and will not identify individual companies.