



Department for  
Energy Security  
& Net Zero



Department for  
Business & Trade



Scottish  
Government  
Riaghaltas  
na h-Alba

## Heat Network Metering and Billing Notification Data 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.** It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation (UK GDPR).

**The final subsection 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.

### Personal data

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.

### Contact details – Data Controllers

Data processing includes (but is not limited to) the collection, use, and storage of data.

- The Data Controller for the notification data is the Department for Energy Security & Net Zero (DESNZ).
- The Data Controller for data relating to any heat network with final customers located in Scotland is the Scottish Government.
- The Data Controller for the purposes of managing the processing of this data is the Department for Business and Trade (DBT) through the Office for Product Safety and Standards (OPSS).

DESNZ, the Scottish Government and DBT through OPSS are joint data controllers for the purpose of developing appropriate policy and sampling methodology.

### DESNZ – Data Protection Officer

You can contact **the Data Protection Officer for DESNZ** at:

The Data Protection Officer  
Department for Energy Security and Net Zero (DESNZ)  
3 - 8 Whitehall Place  
SW1A 2EG

Email: [dataprotection@DESNZ.gov.uk](mailto:dataprotection@DESNZ.gov.uk)

## **Scottish Government – Data Protection Officer**

You can contact the **Data Protection Officer for the Scottish Government** at:

Data Protection Officer  
St. Andrew's House  
Regent Road  
Edinburgh  
EH1 3DG

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

## **DBT – Data Protection Officer**

DBT through the OPSS acts as the Secretary of State for the Department for Energy Security and Net Zero to enforce the Regulations in the UK. This involves receiving and processing heat network notifications. Where relevant, it includes pursuing notification submissions and verifying that metering devices are installed, accurate and operating correctly, and that billing requirements are met.

You can contact the Data Protection Officer for the Department for Business and Trade at:

Department for Business and Trade  
Old Admiralty Building  
Admiralty Place  
London  
SW1A 2DY

Email [data.protection@businessandtrade.gov.uk](mailto:data.protection@businessandtrade.gov.uk)

## **Data Processor**

The Gas and Electricity Markets Authority (GEMA, or Ofgem) are considered data processors for DESNZ, the Scottish Government and DBT, as they actively access information collected under these regulations to support pre-regulatory activity for upcoming regulations.

## **The Data**

We will collect and process the following personal data:

- Names and contact details of Heat Suppliers (“intermediaries”).
- Addresses of heat suppliers, where the given supplier address is not a commercial premises.
- Some address information of final customers, where the size of a heat network is suitably small that it is possible to identify individuals.

## **The purpose and lawful basis for processing your personal data**

### **DBT – Article 6 (1) (e) – Public Task**

DBT through the OPSS 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 Secretary of State under Regulation 10 of the Heat Networks Metering and Billing Regulations.

## **DESNZ & the Scottish Government – Article 6 (1) (e) Public Task**

DESNZ and the Scottish Government process personal information under the same purpose, for the purpose of developing new policy and enabling pre-regulatory activity for Regulations made under Part 8 of the Energy Act 2023. We may also use this basis to make heat suppliers aware of consultations, Government funding initiatives for heat networks, or upcoming regulatory requirements.

The Energy Bill Relief Scheme Pass-through Requirement (Heat Suppliers) (England and Wales and Scotland) Regulations 2022 (as amended) and The Energy Bill Relief Scheme Pass-through Requirement (Heat Suppliers) (Northern Ireland) Regulations 2022 (as amended) provide for a further task in the public interest.

This legislation may be used in relation to the Heat Networks (Scotland) Act 2020 and relevant regulations made under the Act.

## **Recipients**

Data controllers will share your personal data with Ofgem and, on request, local authorities, the Energy Ombudsman, and the General Consumer Council for Northern Ireland to carry out regulatory activities relating to heat networks. DESNZ and the Scottish Government may also share your personal data with other Government departments or enforcement bodies for the performance of a task carried out in the public interest or in the exercise of an official authority given to that body, for example to develop heat network policy in the other Devolved Administrations or in other UK departments.

Data-sharing agreements setting out 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 the data controllers before your personal data is shared.

Data controllers may also need to share personal data with Public Authorities (e.g. the police) or to otherwise comply with the law. Data controllers will, occasionally and for a limited period of time, share information including personal data (your name, telephone number and email address) with third-party service providers, for purposes of carrying out tasks that we have contracted them to do on our behalf as a data processor. The details of when this may happen is explained in Section 'Personal data transfers'.

We will allow the following third parties to process your personal data:

- Back-office service providers for data storage services
- Research organisations for research, evaluation, and statistical archiving processes, including the construction of samples and carrying out of surveys.

## **Your rights**

You have the following rights regarding your personal data:

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.

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.

You have the right to object to the processing of your personal data where it is processed for direct marketing purposes.

You have the right to object to the processing of your personal data.

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

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

## **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 DESNZ and Scottish Government may not be able to administer your request.

## **Personal data transfers**

Your personal data is always shared using secure transfer methods. We require our third-party service providers to protect your personal information in line with any contractual, Data Sharing Agreements (DSAs) or Memorandums of Understanding (MOUs) we have with these parties. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions. Once service provider's activities on behalf of DESNZ and The Scottish Government have expired, this information will be deleted from their records in accordance with our privacy policies.

We will update our privacy notice to reflect any additional purposes the information will be shared for.

## **International Transfers**

As part of our IT infrastructure, your personal data will be stored in the UK on systems provided by our data processors – Microsoft and Amazon Web Services.

This does not mean we actively share your personal data with these entities; rather, they are technical service providers who host infrastructure supporting our IT systems.

## How long we keep your personal data

We retain personal data for the duration of the regulation activity. We will continue to process personal data for as long as an individual named as heat supplier continues to have an obligation under the Regulations or may be subject to compliance activity regarding historic data submitted to us under the Regulations. We review the personal data that we have not processed in the previous 2 years and only hold the personal data as long as is necessary to meet our regulation obligations.

## 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).

## How to lodge a complaint

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

<https://ico.org.uk/make-a-complaint/>

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

## 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.

## 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.

Date of change: 30 October 2024

Subsection "Contact details – Data Controllers" changed "Department for Business Energy & Industrial Strategy (BEIS)" to "Department for Energy Security and Net Zero (DESNZ)" and added "The Data Controller for the notification data are the Department for Energy Security & Net Zero (DESNZ). The Data Controller for data relating to any heat network with final customers located in Scotland are the Scottish Government. The Data Controller for the purposes of managing the processing of

this data is the Department for Business and Trade (DBT) through the Office for Product Safety and Standards (OPSS). DESNZ, the Scottish Government and DBT through OPSS are joint data controllers for the purpose of developing appropriate policy and sampling methodology.”

Subsection “The purpose and lawful basis for processing your personal data” combined previous subsections “The purpose of processing your data” and “The lawful basis for processing your data”.

Subsection “Data Processor” added “The Gas and Electricity Markets Authority (GEMA, or Ofgem) are considered data processors, for DESNZ, the Scottish Government and DBT, as they actively access information collected under these regulations to support pre-regulatory activity for upcoming regulations.”

Subsections “International Transfers” added “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. Where that is the case it will be subject to equivalent legal protection through an adequacy decision, the use of Standard Contractual Clauses or a UK International Data Transfer Agreement.”

Subsection “Additional information relating to commercially sensitive data transfers” has been removed. After careful consideration and consultation with suppliers, we believe the information collected under the regulations is not commercially sensitive.

We have replaced references to BEIS with DESNZ or DBT and updated contact details for the Data Protection Officer for DESNZ, the Scottish Government and DBT. We have also restructured sections and corrected minor spelling or referencing errors.