



Department for
Energy Security
& Net Zero



Scottish
Government
Riaghaltas
na h-Alba

ofgem

Making a positive difference
for energy consumers

Heat Network Metering and Billing Notification Data Privacy Notice

This privacy notice will help you to understand how the Department for Energy Security & Net Zero (DESNZ), the Scottish Government and the Gas and Electricity Markets Authority (GEMA, or OFGEM) 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).

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.

1. Contact details – Data Controllers

The Data Controllers for Heat Network Metering and Billing Notification Data are as follows:

- The Data Controller for the notification data is 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 data relating to any heat network with final customers located in Great Britain is Ofgem.

DESNZ, the Scottish Government and Ofgem 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
3 - 8 Whitehall Place
SW1A 2EG

Email: dataprotection@energysecurity.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

Ofgem – Data Protection Officer

You can contact the Data Protection Officer for Ofgem at:

The Data Protection Officer
Ofgem
10 South Colonnade
Canary Wharf
London
E14 4PU

Email: dpo@ofgem.gov.uk

2. Your 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.

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, Ofgem and Scottish Government may not be able to administer your request.

3. The purpose

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

- to monitor new and operational heat suppliers
- to fulfill statutory and regulatory reporting obligations
- to enforce, investigate and monitor heat supplier obligations
- responding to your enquiries and assisting with handling them
- to analyse data and create insights to inform policy development
- to evaluate, research, and carry out surveys for statistical study

4. lawful basis for processing

Article 6 (1) (e) Public Task

We process 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.

This is also to support the development of 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.

4. Recipients

We will share your personal data with

- local authorities, the Energy Ombudsman, and the General Consumer Council for Northern Ireland to carry out regulatory activities relating to heat networks.
- 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.
- we may also need to share personal data with Public Authorities (e.g. the police) or to otherwise comply with the law.
- We will, occasionally and for a limited period of time, share information including personal data (your name, telephone number and email address) with our processors for purposes of carrying out tasks that we have contracted them to do on our behalf as a data processor.

We will allow the following contracted providers 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.

5. 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.

6. Personal data transfers

Your personal data is always shared using secure transfer methods. We require our contracted 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 these parties.

We do not allow our contracted 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, Ofgem 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.

7. 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.

8. 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.

9. How to lodge a complaint

If you are unhappy with the way we have handled your personal data, please write to the relevant Data Protection Officer in the first instance using the contact details in Section 1.

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.

11. 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: 11 February 2026

Subsection “Contact details – Data Controllers” removed “Office for Product Safety and Standards (OPSS)” and added “The Data Controller for the notification data are Ofgem. The Data Controller for the purposes of managing the processing of this data is the Department for Energy Security and Net Zero (DESNZ). DESNZ, Ofgem and the Scottish Government are joint data controllers for the purpose of developing appropriate policy and sampling methodology.”

Separated out legal basis and purpose for data subsections.

Date of change: 30 October 2024

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.

Combined previous subsections “The purpose of processing your data” and “The lawful basis for processing your data”. “Data Processor” added “The Gas and Electricity Markets Authority (GEMA, or Ofgem). Subsection “International Transfers” added.