

Alternative Energy Payments Scheme privacy notice

What we use your information for

The 'Energy Bills Support Scheme (EBSS) Alternative Funding' is for households who did not receive the original Energy Bill Support Scheme payment automatically, such as those without their own electricity supply or those without a direct relationship with the electricity supplier.

The Department for Business, Energy, and Industrial Strategy (BEIS) and local authorities are the independent data controllers for this data.

- The BEIS [privacy notice](#)

To deliver the 'Energy Bills Support Scheme (EBSS) Alternative Funding service (Great Britain)', we will use personal information in order to -

- confirm your identity
- facilitate payment
- prevent, detect, and investigate errors and fraud

What information we hold and use

The types of information we hold, and process includes -

- names
- addresses
- contact information
- dates 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

Legal basis for processing your personal data

The legal basis for processing your personal data is Article 6(1)(e) of the UK GDPR - 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. In this case, to ensure support this coming winter to around 1% of households that will not receive £400 through EBSS automatically.

Special category data

Special category data will not be expressly requested in connection with applications for the scheme, but it is possible that co-incident collection and sharing of special category data could occur as a result of information provided by applicants (or third party individuals acting on your behalf) in connection with the applications, including, but not limited to, information relating to the ethnic origin of applicants or data concerning applicant's health or age.

To the extent that special category data is collected, it will be processed under Article 9(2)(g) of the UK GDPR – Substantial Public Interest.

More particularly in the context of the exercise of governmental functions, preventing or detecting unlawful acts, regulatory requirements relating to unlawful acts and dishonesty, and preventing fraud, as set out in Part 2 of Schedule 1 to the DPA.

This processing is necessary for -

- the administration
- delivery
- reporting
- monitoring
- evaluation of the scheme

as well as in connection with fraud prevention, and pre- and post- payment assurance and financial management activities to be undertaken in connection with the scheme.

How we collect information

Information is collected from -

- The Department for Business, Energy, and Industrial Strategy (BEIS)
- applicants and their appointees/representatives
- landlords and care homes
- other council departments
- professionals at other organisations including.

Who we share information with

We do not make your personal information available to companies for marketing purposes. Information is shared with other departments and external organisations where necessary to deliver public functions. It is shared where the law allows and to maintain accuracy, detect fraud and protect public funds. For example -

- The Department for Work and Pensions
- HMRC
- The Valuation Office
- The Tribunal Service
- Collection Agencies

Security and retention of your personal data

Personal data is stored within our secure computer network and offices that have controlled access. It is retained for as long as there is a business and legislative need for it, normally for the current year, plus 6 years following the end of service.

Your rights

You have -

- a right of access to see the information we hold about you
- a right to rectification where you believe information, we hold about you is incorrect or incomplete
- a right to restrict processing and a right to object to processing where certain circumstances apply

To exercise these rights, you need to contact us as detailed below. For rectification, restrictions, or objection you need to provide the reasons for your request. In limited instances, your personal information may be processed for individual automated decision making. It is not used for profiling individuals for marketing purposes.

Automated decision making

Your personal data may be subject to automated decision making. Initial eligibility checks will be made for the prevention and detention of fraud for example, to determine whether a payment has already been made under the main EBSS scheme or whether another application is in progress. Bank account verification assurance checks will also take place to ensure payments are made to the correct bank account.

Should your application be turned down following the initial eligibility checks, you will be informed of the reason why your application has been rejected. You will also be informed of how you can ask for a review of the decision which is not solely based on automated processing.

Questions, complaints, and comments

More details about how we use personal information can be found on our [website](#) –

Information about suspected security breaches or risks should be reported to us either by -

- calling 01482 300 300
- e-mail to information@hullcc.gov.uk

Enquiries about how your personal data is processed can be directed to the Revenues and Benefits team -

Email: ClientTeam@hull.gov.uk

FREEPOST RSJC-KKBE-ABXZ,
Housing Benefits
Hull City Council

PO Box 15
Hull
HU1 2AB

You may contact our Information Governance Team with any concerns about how your personal information is being used or to request more information –

Hull City Council
Information Governance Team
Room 11
The Guildhall
HULL
HU1 2AA

If you are not happy with the outcome of a complaint or concern you have the right to [complain to the regulator](#) -

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 03031 231 113 or 01625 545 745 if you prefer to use a national rate number.