WMCA Devolution Retrofit Pilot Scheme

Privacy Notice

This notice sets out how **West Midlands Combined Authority** will use your personal data, and your rights for data collected under the Devolution Retrofit Pilot (DRP) programme.

The **Devolution Retrofit Pilot Scheme** is operated by **West Midlands Combined Authority** in conjunction with the **Local Authorities & Housing Associations located across Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall** and **Wolverhampton** on behalf of the Department for Energy Security and Net Zero (**DESNZ**).

A copy of WMCA full Privacy Notice can be found here - Privacy Policy

For further information on how DESNZ uses your personal data, please refer to the DESNZ ' Warm Homes and Public Sector Privacy Notice (Available here: DESNZ privacy notices - GOV.UK).

For further information on how your local authority or housing association processes personal data please visit their website or contact them.

Version No.	Date	Author(s)	Changes
V1.0	13/08/2025	Rob Johnson (Head of Retrofit)	First issue
V1.1	09/09/2026	Chris Jenkins (Energy Project Manager)	Home sensor data added as a class of personal data that might be collected
V1.2	06/10/2026	Chris Jenkins (Energy Project Manager)	Inclusion of housing associations alongside local authorities

What personal data do we hold?

To deliver energy efficiency improvements under the Devolution Retrofit Pilot Scheme, it is necessary for us to collect and hold personal information.

If you are a **householder**, offered an installation under the DRP programme we will process the following personal data:

- Basic personal information such as your name, address, telephone number and email address for arranging works.
- Information about the property from the pre and post-Standard Assessment Procedure (SAP), including energy performance ratings, bandings and the energy performance certificate (EPC).
- Details about the works installed at the property, including measure type, cost, manufacturer details and the unique property reference number.
- Household income and any other scheme eligibility information including any household contributions to the measures.
- Expected energy, carbon and cost savings expected from work. Your name and preferred means of contact if you'd like to take part in the scheme evaluation (optional).
- Where certain monitoring equipment is installed, we may collect environmental and operational data from your home, including: -
    - Relative humidity readings.
    - Internal temperature readings.
    - Dew point measurements.
    - Environmental trend information.
    - Potential mould risk indicators.
    - Device performance and operational information.
    - Property identification information necessary to associate monitoring data with the correct home.
    - Dates and times associated with monitoring activity.

If you are an **installer**, we will process the following personal data:

- Your name and preferred means of contact for arranging the works.
- Relevant accreditation and registration information (eg Trustmark Licence number and MCS licence number).
- Lodgement certificate, lodgement date and measure details from Trustmark.
- Business contact address.
- Details of installations you delivered within the Devolution Retrofit Pilot Scheme (including location).
- The number of employees in your organisation.
- Your name and preferred means of contact if you'd like to take part in DESNZ's scheme evaluation (optional).

If you are a **delivery partner** in a project, we will process the following personal data:

- Your name, role, and professional contact details.
- Company name and contact details.

How will we use the Information we hold about you?

We collect information about you (where applicable):

- To support the delivery and administration of energy efficiency schemes. This may require linking of your data to other datasets held by DESNZ and other government departments.
- With your consent, to invite you to take part in scheme evaluation.

What is the legal basis for us to process your data?

We process your information as above because:

- It is necessary for compliance with legal obligations under the ***UK General Data Protection Regulation and the Data Protection Act 2018.*** There is a Data Sharing Agreement with the Department for Energy, Security and Net Zero (DESNZ) relating to the Devolution Retrofit Pilot Scheme to which we are subject.
- Some processing will be necessary to perform tasks carried out in the public interest or in the exercise of official authority vested in us.
- Other processing will be necessary for the performance of our contractual obligations, e.g. under any tenancy or lease.

DESNZ processes data necessary for the performance of tasks in the public interest to deliver the Devolution Retrofit Pilot Scheme. The data will support a detailed evaluation of the overall scheme, including the types of properties, households and measures delivered through the Devolution Retrofit Pilot Scheme, in order to ensure use of public funds has delivered value for money, and realised intended benefits, including to inform policy making in the fields of energy efficiency, fuel poverty, and health. It will also support DESNZ's functions relating to carbon reductions under the Climate Change Act 2008. Your data may also be used for statistical, research and fraud prevention purposes.

WMCA and DESNZ will be conducting an evaluation of the Devolution Retrofit Pilot Scheme. This may include you being contacted to take part in further research. Use of your personal data to contact you to take part in further evaluation research will be subject to your consent. DESNZ will only process your personal data for this purpose with your opt-in consent, and a consent form will be provided to you. Note that you can withdraw consent at any time, and it will not impact the delivery of any works.

Who we will share your information with

We may share your information with partner organisations, including:

- DESNZ, its delivery partners and contractors, and their data processors Microsoft and Amazon Web Services.
- Appointed research and evaluation partners for the Devolution Retrofit Pilot Scheme.
- Other Government departments and delivery partners.
- Delivery administrators such as local authorities and housing associations (including their delivery agents/partners if necessary), Ofgem or other public authorities.
- Trustmark, MCS and other accreditation bodies.
- Relevant teams within the energy companies that are delivering a scheme on behalf of Ofgem, Government or similar.

We will not normally share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How long do we keep your records?

Your personal data will be stored securely by the WMCA and DESNZ for a maximum period of 7 years following the close of the Devolution Retrofit Pilot Scheme or, if later, the completion of installations funded under the Devolution Retrofit Pilot Scheme, for the delivery, administration and evaluation of the Devolution Retrofit Pilot Scheme.

Your rights

You have several rights under UK GDPR, including the right to request your information and the right to request your information be erased or amended if incorrect.

To **request your records**, **request changes** to your records, or to **object** to the processing of your data, you will need to put your request in writing and provide a proof of identification to:

Information Management Unit
Data Protection Officer
West Midlands Combined Authority
Data Protection Officer
16 Summer Lane
Birmingham B19 3SD
Tel: 0345 303 67 60
Information.officer@wmca.org.uk

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You have the right to **withdraw consent** for the processing of your personal data, where processing is based on consent, such as the DESNZ research and evaluation. To withdraw consent, you can choose to contact: You may also contact DESNZ's Data Protection Officer at the Department for Energy, Security and Net Zero, 1Victoria Street, London, SW1H 0ET, or via email, dataprotection@beis.gov.uk.

You also have a right to **make a complaint** about our handling of your personal data to the Information Commissioner's Office (ICO), an independent regulator. You can contact the ICO at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, or via email: icocasework@ico.org.uk. Any complaint to the ICO is without prejudice to your right to seek redress through the courts.

Further information

If you have any questions or concerns about how your information will be used by WMCA, please contact the Data Protection Officer at:

West Midlands Combined Authority
Data Protection Officer
16 Summer Lane
Birmingham B19 3SD
Tel: 0345 303 67 60
Information.officer@wmca.org.uk