

## Privacy Policy Switched On Portsmouth

Switched On Portsmouth is a hub to provide energy support to residents.

The service is run by the Energy Services Team at Portsmouth City Council and has several energy support schemes run with third party partner organisations which you can be referred into. We want to be transparent about the data use in the service. .

If we are referring you to one of the schemes offered by Switched On Portsmouth (listed below) we collect the following information in order to deliver the service to you:

- Name
- Contact number
- Address
- How you might be eligible e.g. health condition or financial situation

With your consent the information is shared as set out below:

Energy Support Schemes				
For Free home energy visit/appointment (LEAP):	For Free first time central heating (Warmer Homes):	For Free Boiler Replacement (ECHO):	For Fuel Top-Up Vouchers:	For Switched On Advice/Case support Referral
Referrals into these schemes go to Agility Eco who administer the scheme			Referrals made to The Environment Centre (tEC) and administrated by SCRATCH.	Referrals made to The Environment Centre (tEC)
You can view Agility Eco's privacy policy <a href="#">here</a> .			You can view tEC's privacy policy <a href="#">here</a>	

### For each scheme:

- All parties handling the data must operate within GDPR regulations
- Data will be transferred via secure online forms or encrypted email
- All parties agree to handle data securely and take measures to keep this data safe
  - All data is only used for the purposes of the referral and to deliver the support
- We will always ask for referral permission and permission to be referred is completely optional
- We will explain the purposes of the data collection, how it is being used or shared and your rights around this. Some of which are summarised below:

### Contacting us

- You have a right to ask:
- What information we've stored about you
- To change or update your details
- To delete your details from our records

### Your rights:

If you want to request details of our privacy policy and how we collect and use personal information, you can contact:

Data Protection Officer

Portsmouth City Council  
Civic Offices,  
Portsmouth,  
PO1 2AL  
Email: [DataProtection@portsmouthcc.gov.uk](mailto:DataProtection@portsmouthcc.gov.uk)  
Telephone: 023 9268 848

**Complaints or queries:**

If you have a complaint or query about how we collect and use personal information, if you would like a change to be made to your record or want to object to processing of your information, please contact us using the information in the 'How to contact us' section above.

If you would like to make a complaint or are not satisfied with the responses you have received from us after making a request, please contact:

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 (if you prefer to use a national rate number).

Portsmouth City Council is a registered Data Controller (Registration Number Z5578313).