

British Gas and your personal data: ECO

Under the Energy Company Obligation (ECO) scheme, large energy suppliers, including British Gas, have to install energy efficiency measures into domestic homes.

British Gas Trading Limited is funding the installation which will take place or has recently taken place in your home.

What data we will give to British Gas

We will provide British Gas with the following personal data:

- Your name, address and phone number and / or email address
- Date of installation and details of the energy efficiency measure(s) installed
- Where relevant, copies of documents showing proof of benefits and income supplied to you by the DWP, HMRC or Veterans UK, and other information evidencing your eligibility for the scheme, such as a declaration from a local authority confirming your eligibility
- Where relevant, proof of identity, which may be required to evidence eligibility for the scheme

You are not required to provide any of the personal data described above, however, if you do not do so, you may not be eligible for the ECO funding.

British Gas will use your data to evidence compliance with its obligations

British Gas will process your name, address, and date and details of installation because it has a legal obligation to evidence its compliance with its obligations under the ECO framework.

Where relevant, it will process copies of documents showing proof of benefits and income supplied to you by the DWP, HMRC or Veterans UK and other information evidencing your eligibility for the scheme under the condition of schedule 1, paragraph 19 (Safeguarding of economic well-being of certain individuals) of the Data Protection Act 2018.

British Gas will keep your personal data for seven years from the end of the ECO scheme.

British Gas may anonymise and aggregate any of these data, and may use anonymised and aggregated information for purposes that include data analysis.

How British Gas shares your data

British Gas may be required to share your personal data with third parties, to comply with its obligations under the ECO framework and to operate the scheme. Recipients include:

- Ofgem, the industry regulator. To find out more about how Ofgem processes your information, refer to their privacy policy available online:
<https://www.ofgem.gov.uk/publications-and-updates/eco3-privacy-notice>
- other energy companies with obligations under the ECO scheme, solely for the purpose of operating the scheme
- third party quality control agents
- the companies providing warranties or guarantees for the measures installed at your property
- if you are not the owner of your property, the property's owner or management company

Your rights in relation to your personal data

You may have the following rights in relation to your personal data:

- the right to be informed about the personal data we collect, how your personal data is being used, and from whom we collect your personal data when we obtain it from other sources;
- the right to access the personal data we hold about you;
- the right to request the correction of inaccurate personal data we hold about you;
- the right to request the blocking or deletion of your personal data in some circumstances;
- the right to request that we port elements of your data either to you or another service provider;
- the right to object to us processing your personal data (where we do so only because you have consented, or because we are using automated means to make decisions that affect you); and
- the right to withdraw your consent to any processing which we carry out on the basis of your consent.

You will only have the benefits of some of the above rights in limited circumstances, which depend on the legal reason why we collected your personal data.

To exercise any of the above rights, or if you have any questions relating to your rights or any complaints relating to British Gas's processing of your personal data, please get in touch by writing to The Data Protection Officer, Centrica plc, Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD. You can also email privacy@centrica.com. British Gas is not able to help with complaints relating to the ECO measures installed at your property.

If you are unhappy with the way British Gas is using your personal data, you can also complain to the UK Information Commissioner's Office.

Last updated: October 2018