Privacy Notice – HEED Study in Partnership with UEL

**Who we are**

London Borough of Newham is registered with the Information Commissioner’s Office (ICO) as a ‘Data Controller’. Thisprivacy notice applies to you (‘the service user’) and the London Borough of Newham (‘the Council’). The Council takes the privacy of your information very seriously.

This privacy notice relates to our functions relating to Housing, It provides additional information that specifically relates to this particular service, and should be read together with our [general privacy notice](https://www.newham.gov.uk/contact-information/processing-personal-data-privacy-notice), which provides more detail.

**Why we collect your data**

The purpose of the Healthy Energy Efficient Dwellings (HEED) Study is to improve understanding of the causes and contributing factors of poor indoor air quality (e.g., damp and mould) and thermal discomfort (e.g., overheating) and the impact they may have on people’s health and wellbeing. This information will be used to understand how to reduce potentially negative effects, improving the health and wellbeing of residents and increasing standard of living. There has been very little research done in this area so far so the results will have a big impact on standards of living.

**Your data will be used to:**

1. Book appointments to install/read/collect data loggers
2. Take energy meter readings
3. Complete building surveys
4. Complete questionnaire surveys

**What data we collect**

We will collect your name, address contact number, and email address.

If you volunteer to share data for a case study we will collect your name, address and quotes from your experience.

Property level data will include property address, time-series data relating to energy or low carbon technologies and their performance and heating and/or heat loss test performed on the property.

**The lawful basis for processing your data**

The lawful basis we use to process your data as set out in UK data protection legislation is:

Public Task: the processing is necessary for us to perform a task in the public interest or for our official functions.

Consent: you have given us your clear consent for us to process your data for the purposes of a case study of your experience. You can withdraw your consent at any time.

Please be aware, that submission of the questionnaire/survey indicates consent to participate in the research project. Once you have submitted the questionnaire/survey it is not possible to withdraw the questionnaire/survey from the research.

**Who we will share your data with**

Your data will remain strictly confidential. Only the researchers involved in the research project will have access to your personal, identifiable data.

Property level data, including energy, comfort, indoor air quality and possibly CAD drawings/surveys, will be shared with the research team and included in final research as anonymise / pseudonymised data. No Smart Meter or personal consumption data will be shared with anyone beyond the research team at UEL.

The results of this study, which will include anonymised data and case studies, will be presented and published in research seminars, conferences and/or academic journals. This means that they will be accessible in the public domain. Results of the study may be deposited in an open access data repository and may be used in future research projects.

Participants’ confidentiality will be strictly maintained unless a disclosure is made that indicates that the participant or someone else is at serious risk of harm. Such disclosures may be reported to the relevant authority.

**How long we will keep your data**

We will keep your personal data safe and secure for a period of 7 year(s) in line with our retention Schedule. After this time, it will be securely destroyed.

The data generated during the research will be retained in accordance with the University’s Data Protection and Data Management Policies and the Data Protection Act 2018.

**How we protect your data**

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

**Know your rights**

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your individual rights at [Havering data privacy statement and your data rights | Data protection | The London Borough Of Havering](https://www.havering.gov.uk/info/20044/finance_pensions_and_data/139/data_protection/2)  or at <https://ico.org.uk/your-data-matters/>  If you have any queries or concerns relating to data protection matters, please email: [GDPR-dataprotection@onesource.co.uk](mailto:GDPR-dataprotection@onesource.co.uk).