



FlexConnect Privacy Notice

This privacy notice is designed to help you understand how the Council and CT Eco Plus Limited, through their FlexConnect service, may process your personal data for the purposes of the Local Authority Flexible Eligibility Scheme.

Who are we?

The Council has issued a Statement of Intent in accordance with the ECO Ofgem guidance. This confirmed that the Council intends to identify households that may benefit from heating and energy saving measures. This is known as Flexible Eligibility.

CT Eco Plus Limited is responsible for administering Granter London's Authorities ECO Flex.

ECO Flex runs until 31 March 2026 and is regulated by Ofgem.

Whose personal data do we process?

We will process the personal data of households identified as potentially eligible under flexible eligibility and submit it to the Council on your behalf.

What type of personal data do we process?

The personal data we process may include:

1. Contact information, including your name, address, telephone number, and email address.
2. Household status, including whether you are a homeowner or occupier, council tax letters, and mortgage statements.
3. Financial information, including but not limited to details of income, tax returns, P60 documentation, pension statements, P45 documentation, credit checks, benefit entitlement, Council tax reduction evidence, and bank statements.

We may also need to consider personal data, which comprises Special Categories of Personal Data relating to your health. This may include:

1. Details of GP/Hospitals/ NHS trusts.
2. Medical and health conditions.

Why do we process personal data?

As the Council has issued a Statement of Intent, CT Eco Plus Limited, on behalf of the Council, is required to assess and determine whether a household is eligible under Flexible eligibility.

FlexConnect

CT Eco Plus Limited must consider the relevant supporting evidence to determine that one of the routes referred to in the Statement of Intent is met. It will then issue a declaration.

CT Eco Plus Limited must also retain this information in accordance with Ofgem's audit requirements until 31 March 2029.

CT Eco Plus Limited will ask contractors requesting approval to supply their company details and hold them for future audits by Ofgem. The Council and CT Eco Plus Limited are not involved in any part of an installation, its approval, or the amount of funding available to any applicant. CT Eco Plus's role is only to verify resident details supplied, return them to the contractor, and store the information for audit by Ofgem. We have no further involvement.

Where do we get your personal data from?

Your personal data is provided to CT Eco Plus Limited by approved Installers who will identify if you are in a potentially eligible household. They will collect the relevant evidence and submit it along with an application form to CT Eco Plus Limited on your behalf.

CT Eco Plus Limited will use publicly available data to identify homes which may benefit from available government funding through flexible eligibility. Homes with low energy performance certificates, Census information and known areas of deprivation.

Who do we share your personal data with?

- Ofgem
- Approved Installers