

# Green Deal Data and Privacy Charter

Our Privacy Charter sets out the standards that you can expect when your personal information is collected, held and used in relation to your Green Deal Plan(s); how you can get access to the information we hold about you and what you can do if you do not think our standards are being met.

# Green Deal Data

SSE is committed to respecting your right to privacy. Our Privacy Charter sets out the standards that you can expect from us when we request or hold your personal information in relation to your Green Deal Plan; how you can get access to your personal data; and what you can do if you do not think that our standards are being met. This Charter is issued on behalf of all Suppliers and Green Deal Providers who are expected to process data in connection with the Green Deal. You can find a list of all these companies at [greendealorb.co.uk](http://greendealorb.co.uk).

If you would like further details about the way we use your personal information, please see our privacy notice available at [sse.co.uk/privacy](http://sse.co.uk/privacy). If you would like a printed copy of our privacy notice, please get in touch.

## What is Green Deal?

Green Deal is the Government's initiative to encourage and support the installation of energy efficiency measures into households and businesses. The scheme allows for these measures to be installed without an upfront payment. Once the improvements are made and you agree to the Green Deal Plan(s), Green Deal Charges will be collected via your Electricity Bills. If you move, the new owner/occupier will continue paying the Green Deal Charges.

## The Green Deal Assessment & Green Deal Provider

As part of the initial Green Deal set up, a property assessment will take place and an advice report created for the 'Improver' (the person who agrees to the Green Deal Measure and Plan(s)). This report will include an Energy Performance Certificate (EPC). The assessment and EPC is designed to measure the energy efficiency performance of the property at that time. A copy of the EPC will be placed on a Domestic Energy Performance Certificate Register, which is operated by Landmark on behalf of the Government for properties in England and Wales and by the Energy Savings Trust for properties in Scotland. The EPC will be publicly available and data may be shared with other parties for the purposes of compliance, research analysis and direct mailing of relevant energy efficiency information. A current home owner and/or tenant may opt out of having this information disclosed. A new EPC will be placed on the Register by the relevant Green Deal provider following installation

of any Green Deal Measures under a Green Deal Plan, showing the improved energy efficiency performance.

The savings in energy consumption calculated by the relevant Green Deal Provider based on the installed Energy Efficiency Measure can then be used by other Green Deal parties including your Gas and/or Electricity Supplier in order to correctly amend energy payment plan amounts when requested and it's appropriate to do so.

The Green Deal Provider with whom the Improver takes out the Green Deal Plan will also collect Electricity Data including the MPAN (Meter Point Administration Number), Supply status (confirmation of a live electricity supply), the Electricity account number from your current electricity bill, name and address. This data is gathered and validated using ECOES (Electricity Central Online Enquiry Service). This information along with the Green Deal charge amount agreed will be passed to your Electricity Supplier and used to administer the Green Deal Plan(s), identify you as a Green Deal customer and allow your Electricity Supplier to bill you for Green Deal Charges.

Your Green Deal Provider may also appoint a Remittance Processor, this company or party will receive Green Deal payments on behalf of your Green Deal Provider and associated financial data.

## SSE's Role as your Electricity Supplier

As your current Electricity Supplier, SSE will bill you for your Green Deal Plan(s), we will then pass payments collected to your Green Deal Provider. Personal information will need to be collected, transferred, used, stored and analysed in order to effectively administer your Green Deal Plan(s) and Payments.

In the set-up of a Green Deal Plan(s) SSE will validate your current Electricity Account information. This will include checking your account number and ensuring you have a live Electricity Account. If you have an Electricity Pay As You Go Meter and your current electricity arrears are above £200, this information will be passed to your Green Deal Provider (if you are in arrears the arrears amount will not be given to the Green Deal Provider only a notification that the amount is over £200 where applicable). This is detailed in the Green Deal code of Practice part 1, section 22.

In order to bill you we will use the Green Deal charge amount given to us by your Green Deal Provider and you will see this charge on your electricity bills. Your Green Deal Plan ID details will be used in order to identify you to other Green Deal participants.

Your contact details may be passed to other Green Deal participants to enable them to contact you when necessary e.g. you will receive an annual Consumer Credit Act statement from your Green Deal Provider. Information on your Green Deal Plan including, billing frequency, savings, payment amounts and collection/arrears activity, where applicable, will also be collected and stored in order to provide statistical analysis, where requested, to your Green Deal Provider and other third parties as detailed in the section 'Who else may be given access to the information collected from you?' below.

If at any stage SSE are notified that your personal details change (including but not limited to your name, address and telephone number) we will notify your Green Deal Provider. Green Deal Information is passed between Green Deal parties via the Green Deal Central Charge Database (GDCC). If you move into a property where there is a live Green Deal Plan(s), we will pass your personal details including your name, address, billing address and telephone number to your Green Deal Provider as the new Green Deal Bill Payer. Information passed to other Green Deal Participants will be used to identify you and contact you when necessary.

### When we collect your data, we will

- Collect your information lawfully and only in connection with your relationship with us;
- Inform you, where necessary, when we share your information with other organisations and where appropriate give you the option of saying no, in accordance with our terms and conditions (please see section 'Who else may be given access to the information collected from you?' for details of who may be given access);
- Do our best to ensure your personal information is accurate and kept up to date;
- Avoid collecting any unnecessary information;
- Protect your information and make sure only authorised people have access to it;

- Make sure we only keep your information as long as necessary in line with our legal and regulatory duties;
- Advise you if the way your information is to be used changes, or if it is to be used for different purposes;
- Remind you at least once a year of the choices you have made for our use of your personal information including your meter readings.

### When we collect your data, we will not

- Use your information to market products or services to you, if you have asked us not to;
- Action any changes to your tariff or your account without talking to you first;
- Give third parties your information for their own marketing purposes without your agreement;
- Transfer your personal information to an organisation outside of the EEA unless such an organisation has procedures approved under the General Data Protection Regulation to safeguard your personal information.

### Your responsibilities

- Please provide us with accurate information;
- Please tell us as soon as possible if there are any changes to the information provided, such as a new address to help us to keep your information accurate and up-to-date;
- Please tell us as soon as possible if you notice a mistake in the information we hold about you.

### Keeping your data secure

- The Information we collect from you will be protected using a range of security measures, including those agreed with Government;
- Any 3rd parties who may hold your information on our behalf will apply the same standards to safeguard your information and your supplier will remain responsible for their use of your information.

## Who else may be given access to the information collected from you?

- Organisations and agents that we appoint to help us with our day to day business obligations or who help us provide products and services to you. We will ensure that these organisations follow our Charter and apply adequate safeguards to protect your data;
- Industry parties, such as network companies who help manage energy supply, distribution and central industry systems;
- The police or other organisations, including industry bodies involved in preventing and detecting theft or fraud. Whenever possible we will tell you if they need to disclose information about you to any other party;
- Other Companies or Parties that are participants in your Green Deal Plan, your Green Deal Assessor, Green Deal Provider, Gas Supply Licensee holders will have access to Gas Savings amounts where applicable, Distribution Licensee holders will have access to Supply information where applicable, MRASCo (MRA Service Company) via the Green Deal Central Charge Database (GDCC) and Government departments such as Energy UK, OFGEM BEIS or the Secretary of State.

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