

Energy Companies Obligation (ECO): Privacy and Information Use

This document explains how Ofgem¹ will collect, use, and protect personal information that it obtains under the Energy Companies Obligation (ECO) scheme². ECO is a new energy efficiency scheme for Great Britain, which operates alongside the Green Deal and places obligations on larger energy suppliers to deliver energy efficiency measures to domestic energy users. References to 'we', 'us' or 'our' in this policy are references to Ofgem.

This document is intended to provide information relating to privacy information and use under ECO and does not provide any detailed information on the requirements of ECO. Further information on ECO can be found in our guidance document, [Energy Companies Obligation \(ECO\): Guidance for Suppliers](#)³ or by contacting us at eco@ofgem.gov.uk.

Why Ofgem needs to collect consumer information, what information is collected, and how the information is obtained

Suppliers are required to provide us with information about the energy efficiency measures that are delivered under ECO. We use this information to effectively administer ECO under the requirements of the Electricity and Gas (Energy Companies Obligation) Order 2012⁴.

Monthly notification of information about measures: Every month suppliers provide us with information about measures installed in the previous month. Some of this information relates to the person to whom a particular measure is delivered or persons residing at the premises where the measure is delivered ('you' or 'your'). This information is:

- the address at which the measure has been installed;
- and in some cases:
 - (i) confirmation of whether you are in receipt of one or more state benefits; and/or
 - (ii) the nature of your right to occupy the premises.

The information notified to us monthly does not include your name.

Information produced to Ofgem officers or auditors: In order for us to verify the information submitted by suppliers in these monthly notifications, we (or independent auditors on our behalf) will audit a sample of reported measures. We may therefore require suppliers to make available to

¹ information about Ofgem and its role can be found at <http://www.ofgem.gov.uk/About%20us/Pages/AboutUsPage.aspx>

² information about the ECO scheme can be found at: <http://www.ofgem.gov.uk/Sustainability/Environment/ECO/Pages/index.aspx>

³ Available at : [http://www.ofgem.gov.uk/Sustainability/Environment/ECO/guidance/Documents1/Energy%20Companies%20Obligation%20\(ECO\)%20Guidance%20for%20Suppliers%20-%2015%20March.pdf](http://www.ofgem.gov.uk/Sustainability/Environment/ECO/guidance/Documents1/Energy%20Companies%20Obligation%20(ECO)%20Guidance%20for%20Suppliers%20-%2015%20March.pdf)

⁴ <http://www.legislation.gov.uk/ukxi/2012/3018/contents/made>

us documents which verify the information that they have notified. In some cases these documents may include any Tax Credit Award Notice, benefit entitlement letter, occupancy agreement or signed statement that you had provided to the supplier. During audits we will record that the audit has been successful. We will not, however, transcribe or otherwise record particulars contained in such documents or the name of the individual to whom the document relates. Neither our auditor or ourselves will take or hold copies of the documents.

Disclosure

Privacy is very important to Ofgem. We only collect details that we need in order to effectively administer the government's environmental schemes in line with the requirements under legislation. We will not disclose your personal information other than in the following circumstances:

- where the disclosure is required by applicable laws, statutory directions, courts orders, or Government regulations;
- you give Ofgem explicit permission to disclose it;
- the disclosure is to independent third-party auditors that we engage for the purposes of auditing the information contained in suppliers' monthly notifications, in which case Ofgem will require such third parties to agree to treat the information in accordance with this Privacy Policy; or
- the disclosure is to a government body for the purpose of verifying your benefit status.

Additionally, where you have opted into the referrals service operated by the Energy Savings Advice Service⁵, and we have been provided with your referral number by a supplier, we may provide this number to the Energy Savings Advice Service in order to verify that it is a valid number.

The Secretary of State for Energy and Climate Change has issued a notice requiring Ofgem to disclose all information notified by suppliers about a measure installed at a property⁶ – and this information includes the personal information listed above against the subheading '*Monthly notification of information about measures*'. Ofgem will disclose to the Secretary of State the information required by the notice. The Government may use this data for research or statistical purposes.

Security

Ofgem is required by law to protect your personal information. We will take all reasonable steps to protect any personal information we hold about you or your property from loss, misuse, or unauthorised access, disclosure, alteration, or destruction, as required by law. This includes taking reasonable steps to ensure that information can be submitted to us securely.

⁵ <http://www.energysavingtrust.org.uk/Organisations/Government/Energy-Saving-Advice-Service>

⁶ Notice issued under section 103B Utilities Act 2000.

Records Management

Ofgem's Records Management Policy can be found at:

[http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=5&refer=About us/transparency/md](http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=5&refer=About%20us/transparency/md)

Enquiries, access to and correction of personal data

You have the right to access information held about you by Ofgem and where necessary, to have it amended if it is inaccurate. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

To exercise your rights or to obtain more information about the matters addressed in this page, please contact:

The Data Protection Officer
Office for Gas and Electricity Markets
9 Millbank
London
SW1P 3GE
Tel: 020 7901 7011
Fax: 020 7901 7378

Email: paul.kitcher@ofgem.gov.uk

Changes to this Privacy Policy

Any changes to this Privacy Policy will be clearly identified on this page to help ensure that you are always aware of how we will use and protect your data and the circumstances, if any, in which we will share it with other parties.

This Privacy Policy was last updated on 08 April 2013.