

PRIVACY NOTICE FOR RESEARCH PARTICIPANTS

Local Energy Advice Focus Groups

This privacy notice explains how Surrey Climate Commission collects, manages and uses your personal data during and after your participation in the Local Energy Advice focus group project, which is being delivered by the Surrey Climate Commission on behalf of Surrey County Council (SCC).

'Personal data' means any information relating to an identified or identifiable natural person (the data subject).

This privacy notice adheres to the General Data Protection Regulation (GDPR) principle of transparency. This means it gives information about:

- How and why your data will be used for the research.
- What your rights are under GDPR.
- How to contact the Surrey Climate Commission and the relevant Project Manager in relation to questions, concerns or exercising your rights regarding the use of your personal data.

Why are we processing your personal data?

The Surrey Climate Commission acts as data controller. The Surrey Climate Commission is committed to protecting the privacy and security of your personal data in accordance with the UK General Data Protection Regulation 2018 (UK GDPR), the Data Protection Act 2018 (or any successor legislation) and any other legislation directly relating to privacy laws that apply (together "the Data Protection Legislation"). General information on data protection law is available from the Information Commissioner's Office: www.ico.org.uk

The lawful basis for processing your data is **Article 6(1)(e)** of the UK GDPR – *processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.*

In this instance the Surrey Climate Commission is contracted by Surrey County Council to undertake research with Surrey residents in order to understand features which would make the One Stop Shop for energy and retrofit advice and support as effective as possible.

You can find out more information about lawful bases at the following webpage: www.ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/

What data do we collect and use?

For this project we are collecting and using the following types of **personal data**:

1. Data about the characteristics and experiences of Local Energy Advice focus group participants; including age-band, proportion of household income spent on energy, type of home (flat, house etc), and whether English is the first language.
2. Opinions of Local Energy Advice focus group participants.
3. Contact details of Local Energy Advice focus group participants; including name and email address or telephone number (which will only be used as may be reasonably expected for the legitimate business interest of delivering the project)

We are also collecting the following **special category data** about the households of LEA focus group participants:

1. Health

This includes information collected directly through our registration survey and on the day of the focus group.

How do we use your personal data?

Your data will be anonymised at the earliest opportunity in the research process, and consolidated with data from other research participants. We will use this aggregated data to analyse the features likely to make the Local Energy Advice service as effective as possible.

The information which results from our research will be shared with Surrey County Council, and may be published by them.

We will not use your personal data for automated decision making about you or for profiling purposes.

Who do we share your data with?

Your personal data will only be used by the Surrey Climate Commission Project Manager. If you also agree to be contacted for further research then we may pass your contact details to other sub-contractors appointed by Surrey County Council to carry out this work in the future.

At the point when data are transferred to Surrey County Council, it will become subject to their [privacy policy](#).

How do we keep your data secure?

We take a robust approach to protecting your information. No personal data is shared within the Surrey Climate Commission. The Surrey Climate Commission uses secure electronic and physical storage areas for research data with controlled access. Access to your personal data is strictly controlled on a need-to-know basis and data is stored and transmitted securely using methods such as encryption and access controls for physical records where appropriate.

How long do we keep your data for?

Your personal data will only be retained for the duration of the Local Energy Advice project contract – which is contracted to end on 31 March 2025.

Your rights and how to exercise them

Under the Data Protection legislation, you have the following **qualified** rights:

1. The right to access your personal data held by or on behalf of the Surrey Climate Commission
2. The right to rectification if the information is inaccurate or incomplete
3. The right to restrict processing and/or erasure of your personal data
4. The right to data portability
5. The right to object to processing
6. The right to object to automated decision making and profiling
7. The right to complain to the Information Commissioner's Office: ico.org.uk/make-a-complaint

We will always respond to concerns or queries you may have.

If you wish to exercise your rights or have any other general data protection queries, please contact the Chairperson of the Surrey Climate Commission (richard@surreyclimate.org.uk)

If you have any complaints or queries relating to the research in which you are taking part, please contact the Project Manager for this research (Cat Reeby – cat@surreyclimate.org.uk).

Particular complaints about the survey can also be directed to the Chairperson of the Surrey Climate Commission (richard@surreyclimate.org.uk)