

# Privacy Information Notice



Utilita Field Services Limited, trading as Utilita Home, is committed to the operation of fair processing in relation to the collection and use of personal information. This Privacy Information Notice explains how we will collect and use your personal information to provide you with energy efficiency measures.

Utilita Home is the controller in respect of personal information used in the performance of the scheme. If you have any questions or concerns in relation to this Privacy Information Notice you can contact our Data Protection Officer at [DPO@utilita.co.uk](mailto:DPO@utilita.co.uk) or write to us at Utilita Home, Hutwood Court, Bournemouth Road, Chandlers Ford, Eastleigh, SO53 3QB.

We will only process your information where you have requested or applied for energy efficiency measures to be installed in your home.

## 1. What information we may collect and how we use it

1.1. We collect information about you:

- 1.1.1. When you complete your application.
- 1.1.2. Where we request information from you to complete the application.
- 1.1.3. Where you contact us to resolve a query.

1.2. The information we may collect includes:

- 1.2.1. Name
- 1.2.2. Contact details (Phone number, Email address, Address)
- 1.2.3. Certification numbers
- 1.2.4. Metering information (meter serial numbers, MPAN, location of meter)
- 1.2.5. Bank account details
- 1.2.6. Vulnerability information
- 1.2.7. Benefits Information

1.3. We use this information to identify you, to progress your application, and to verify the information you have provided.

1.4. We may collect and process information relating to vulnerabilities or health related problems where it is relevant for your application. We will only collect and use this information with your explicit consent.

1.5. We may share your information with:

1.5.1. Our verification partner 'The Department for Work and Pensions'.

1.5.2. Selected third parties to help administer the Services, including Ofgem or such other regulatory authority or government and industry bodies who may use it for the purpose of administering, reporting, and auditing the Services or to comply with any accreditation process, and such other information as requested by Ofgem or such other regulatory authority or government and industry bodies in relation to the Services.

1.5.3. Relevant engineering partners who may be installing the energy efficiency measures in your home.

1.5.4. Fraud prevention services to prevent abuse of our services and/or the ECO scheme.

1.6. We collect information that you provide us when applying for the measures and from any account that you may hold with Utilita at the time of your application.

## 2. Our legal bases for collecting and processing your personal data

2.1. Our legal basis for collecting this information is to allow us to reasonably perform the services that you have requested. ('**Contract**')

2.2. We will only collect information relating to your health where you have explicitly told us that we can process this information. In some cases, we may seek this information from you and will only process this if you have explicitly told us that we can. ('**Consent**')

2.3. We may use your data to improve the services that we offer. We believe this is in our business interest to ensure our services improve. ('**Legitimate Interest**')

2.4. From time to time, we may be required by applicable law to disclose your personal information to government bodies and regulators. ('**Legal obligation**')

### 3. How we look after your information

**3.1.** Information we hold about you is stored on secure servers that are protected from external access using best practice in information technology. Staff access our systems by individual password protected schemes, which limit access to personal data to those who need to use it to provide our services.

**3.2.** Your information may be sent to third parties such as the Department for Work and Pensions for verification. This will be transferred using best practice in information security and only those who have a need to view this information will be allowed access.

### 4. Your rights

**4.1.** Under Data Protection law, you have rights in relation to the information we collect and process about you.

**4.2.** You have the right to ask us for your personal information that we hold and process about you. This is known as a subject access request.

**4.3.** You can also ask:

**4.3.1.** That any inaccurate information we hold about you is corrected;

**4.3.2.** That we delete information about you for certain purposes;

**4.3.3.** That we don't make decisions about you by completely automated means;

**4.3.4.** That personal data you have given us be provided to you in a common machine-readable format or sent to a third party where this is technically feasible.

**4.4.** The rights set out above may apply in limited circumstances, and we may not always be able to comply with your request to exercise these rights. We will try to respond to a request to exercise your rights within 1 month.

**4.5.** To find out more about your rights please visit the Information Commissioners Officer website here: [ico.org.uk/your-data-matters](https://ico.org.uk/your-data-matters)

**4.6.** If you are unhappy with the way we handle your personal information, please contact our Data Protection Officer at [DPO@utilita.co.uk](mailto:DPO@utilita.co.uk) We will try to address your concerns. You can also complain to the Information Commissioners Office who is the relevant regulatory body.

### 5. Changes to the Privacy Information Notice

**5.1.** Any changes we make to our Privacy Information Notice will be posted online or included in communications to you from time to time.

### 6. Privacy Notice

**6.1.** We partner with Microsoft Clarity and Microsoft Advertising to capture how you use and interact with our website through behavioral metrics, heatmaps, and session replay to improve and market our products/services. Website usage data is captured using first and third-party cookies and other tracking technologies to determine the popularity of products/services and online activity. Additionally, we use this information for site optimization, fraud/security purposes, and advertising. For more information about how Microsoft collects and uses your data, visit the [Microsoft Privacy Statement](#).