



Using your personal information

This document outlines how PEC Trust will process your data when you access our Future Fit Service. Future Fit is delivered by PEC Trust (trading as Plymouth Energy Community) in partnership with Plymouth City Council.

What sort of information do we collect?

We collect and process the following information:

Type of Information	Examples of what we could ask
Information to identify and contact you	Name, address, phone number, email, date of birth etc
Information to understand the structure and energy performance of your home	Wall structure, insulation, heating system type, property characteristics – i.e. size, detachment, property condition.
Information to understand how the property is occupied	Tenure, number of people and demographic information for these people
Information to understand you and your households' personal circumstances	Personal or household income or savings, any benefits received, history of armed services employment
Information to understand specific vulnerability to living in a cold home	Health conditions or disabilities that are affected by living in a cold or damp home, mental health conditions, nationality and English language proficiency.
Information about the services and products you receive or would like to receive because of your interaction with the Future Fit service	Copies of property surveys with images of key features of your property, information about the products installed in your home, details and costs of services provided, details about the services you would like to receive.

How do we collect your information?

Most of the information we process about you comes from you. Specifically, we collect information from:

- Phone conversations
- Emails
- Our Future Fit Web eligibility form
- Appointments or surveys at your home



A partnership between



Plymouth Energy
Community



We also receive personal information indirectly in the following ways:

- The surveyors appointed to your home will collect information on our behalf
- The installers you choose to contract with will collect information and send to PEC
- The Future Fit web eligibility tool seeks out data about your property from publicly available systems such as the Energy Performance Certificate register.

How do we use your information?

We use the information you have given us to:

- provide advice about upgrading your home and the funding available for this;
- survey your property and help you to find an appropriate installer;
- help you to access grants;
- support you with the process of upgrading your home including mediation with installers;
- report to project funders that may include the Department for Energy Security and Net Zero, Plymouth City Council and National Grid Electricity Distribution;
- evaluate the service you have received;
- inform you of funding that may be able to help you in the future.

With your agreement we may share your information with:

- surveyors going to your property,
- project funders,
- installers quoting for or installing works in your home,
- third party professionals working to support your upgrade, such as retrofit coordinator or designers.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Legitimate interest – our service operates to assist Plymouth to decarbonise and to support households to live in more affordable, warm homes. Processing your data is necessary for us to fulfil most of the purposes outlined above.
- Contractual obligation – if you proceed to access a grant, PEC may have a contractual obligation with you, the grant supplier and/or the installer to provide sufficient information to enable you to access the upgrade with minimal administration on your part.
- Consent – We will always ask for your consent for the following processing of data
 - Processing sensitive personal information such as health conditions for all purposes outlined above
 - Keeping in touch with you about grants and services available to help you to upgrade the energy performance of your home.

For further information about how we store your information, what systems we use, your rights and how to complain, please see our privacy policy at plymouthenergycommunity.com/legal/privacy-policy. For any questions or concerns please contact support@plymouthenergycommunity.com or call 01752 477117.