

Privacy Notice for Solar Asset Operation & Maintenance



Nottingham City Council Information Compliance

Service Area: Carbon Reduction Projects and Policy
Directorate: Environment & Sustainability
PN-402

07/2025

The **Solar Energy Hub** are part of Nottingham City Council (the Council), who are the data controllers for the personal data (or personal information) that we process about you. When we process personal information relation to you, we will only do so when it is necessary and where we have a lawful reason to do so.

When the Council process personal information relating to you, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation and will only process your data when it is necessary and where we have a lawful reason to do so. On this occasion, we will use the information provided by you for:

- **Determine if our team needs to visit the property to carry out a solar meter reading**
- **Submit a meter reading to our Feed-in Tariff licensee**

What personal information will the Council process?

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above will relate to your: (this may include all, or some of the following, depending on the service).

- **Solar meter details:** including your meter serial number and current reading
- **Property Address:** the location where the meter is installed
- **Photograph of the Current Meter:** showing the meter and its reading as evidence

Lawful basis for processing

The basis under which we use your personal information for these purposes is that this is necessary for the performance of a task carried out in the public interest by the Council or in the exercise of official authority vested in the Council. This is a result of

the powers or duties contained in the Climate Change Act 2008 and the Fuel Poverty (England) Regulations 2014.

The condition under which we process the above special categories of personal data is that such use is necessary for reasons of substantial public interest; namely, equality of opportunity or treatment in accordance with Schedule 1 Part 2 Paragraph 8 of the Data Protection Act 2018.

Will my information be shared with other organisations or used for other purposes?

The Council will only share your personal information with other departments within the Council, and with other organisations when it is necessary to provide the services to you, and when we have a lawful reason to do so. The Council may also share your information when we are obliged to by law.

In relation to this service, the Council may share your personal information with:

- **Nottingham City Council Energy Services**
- **Nottingham City Council Housing Services**
- **Our Feed-in-tariff Partners / Licensees**
- **Third party providers of maintenance or repair works to your property**
- **Third parties we may engage to carry out surveys on our behalf**

The information may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/> The information will only be used for another purpose where it is lawful to do so.

Do I have to provide the information?

You **not** obliged by statute or contract to provide the information that is specified here. However, if we were not able to process your personal data **we may not be able to provide you with the relevant service required.**

How long will the Council retain the data for?

The information that you have provided will be kept for **5 years**. The Council publish an Information Asset Register (IAR), this will outline the retention periods for the personal data we process. You can find this IAR on our website <https://geoserver.nottinghamcity.gov.uk/information-asset-register/>

Information Rights

The UK General Data Protection Regulation provides for the following rights as prescribed by the legislation:

A right to request a copy of your information

A right to request rectification of inaccurate personal data

A right to request erasure of your data known as ‘the right to be forgotten’

A right to in certain circumstances to request restriction of processing

A right in certain circumstances to request portability of your data to another provider

A right to object to processing of data in certain circumstances

A right regarding automated decision-making including profiling

However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others. For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .

Data Protection Officer

You can contact the data protection officer at:

Loxley House,
Station Street,
Nottingham,
NG2 3NG

or at data.protectionofficer@nottinghamcity.gov.uk .

Information Commissioner’s Office

The Information Commissioner’s Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at www.ico.org.uk. You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK95AF, www.ico.org.uk