Privacy Notice for Camden's WHLG Website

Why we are using your information

We are working with the Greater London Authority (GLA) to find households that may be eligible for the Warm Home Local Grant. This support is aimed at residents who may be experiencing fuel poverty.

What information we use

The GLA uses publicly available building information to identify properties that may need support.

We then check our own records to see whether a household meets local low-income criteria.

We tell the GLA only whether a household meets the criteria (a simple "yes" or "no").

We provide the name and address we hold for Council Tax purposes so that letters can be sent.

We do not share any benefit information or detailed financial data with the GLA.

The GLA and Camden act as **separate Data Controllers**. The GLA is responsible for identifying potentially eligible homes using public datasets, Camden is responsible for confirming low-income eligibility and providing resident contact details.

Both Camden and the GLA will process your personal data under **Article 6(1)(e) UK GDPR (Public Task)**, as this work helps us support residents, improve energy efficiency and target assistance to those at risk of fuel poverty.

The GLA will not receive detailed benefit information and do not share your data with private companies for marketing.

Who else sees your information

The GLA uses a contracted print and mail provider to send letters to households identified through the pilot. The provider acts only on the GLA's instructions and must delete the data afterwards

How and why your information is used

The GLA and Camden use your information to contact you about possible support available through the WHLG pilot. This forms part of our work to help residents, improve housing conditions, and reduce fuel poverty.

Your information is kept secure and is deleted once the pilot and any required audits are complete.

Your rights
You can:

- ask to see your information
- ask us to correct it
- object to it being used

If you have any questions or want to exercise your rights, please contact: dpo@camden.gov.uk.

If you're unhappy with how your request is handled, you can raise the matter with the GLA and, if needed, the Information Commissioner's Office (ICO).

All WHLG data is stored within the UK.