

Energy Bills Support Scheme (EBSS): Alternative Funding (AF) and Alternative Fuel Payment (AFP) - Privacy Notice

Portsmouth City Council is a registered Data Controller (Registration Number Z5578313). Portsmouth City Council tries to meet the highest standards when collecting and using personal information in accordance with data protection law.

This privacy notice tells you about how Portsmouth City Council collects and uses personal information for the Energy Bills Support Scheme Alternative Funding and Alternative Fuel Payment.

The Schemes

EBSS Alternative Funding (AF)

The EBSS Alternative Funding (AF) is a one-off £400 non-repayable discount to eligible households who have not received the main EBSS payment automatically to help with their energy bills between 1 October 2022 and 31 March 2023, but are still facing increased energy costs. Individuals will need to apply for the EBSS Alternative Funding via the Gov.UK portal. As with all Local authorities taking part in this scheme, Portsmouth City Council will be responsible for distributing support payments to eligible applicants in its area.

For this scheme, both the Department for Business, Energy and Industrial Strategy (BEIS) and Portsmouth City Council are independent data controllers for your data.

EBSS Alternative Fuel Payment (AFP)

The EBSS Alternative Fuel Payment (AFP) provides a payment of £200 for households that use alternative fuels – such as heating oil, biomass and liquefied petroleum gas (LPG) – as the main source of heating. For households in Great Britain, the main part of this scheme is being delivered through domestic electricity suppliers in one instalment in February. The vast majority of eligible households will receive the AFP automatically through their electricity supplier. However, there will be a small number of households that will be required to apply to the scheme due to the method used to target payments and because some households will not have a direct relationship with an electricity supplier. The Alternative Fuel Payment Alternative Fund (AFP Alternative Fund) was set up to provide the payment to these households.

Individuals will need to apply for the EBSS Alternative Fuel Payment via the Gov.UK portal. As with all Local authorities taking part in this scheme, Portsmouth City Council will be responsible for distributing support payments to eligible applicants in its area.

For this scheme, both the Department for Energy Security and Net Zero (DESNZ) and Portsmouth City Council are independent data controllers for your data.

What information do we collect?

Applicants of the scheme will have their information shared between BEIS/ DESNZ (depending on whether it is the Alternative Funding or Alternative Fuel) and their local authority (Portsmouth City Council for those applying in Portsmouth).

We may hold and/or process the following personal data:

- The applicant's name, address and date of birth,
- Correspondence addresses and other contact details such as email addresses and telephone numbers.
- Bank account details to help us identify the applicant and facilitate a payment.
- Documents uploaded as part of an application, or evidence supplied to the local authority if requested.
- Evidence of power of attorney or other legal evidence to act on the applicant's behalf.
- Copies of letters/emails and records of telephone calls along with information we receive in connection with them.
- Information held in council tax records and other local authority departments, to help validate applications.

Why do we collect your information, and how do we use it?

Portsmouth City Council uses personal information to:

- Confirm an applicant's identity
- Facilitate payment
- Prevent, detect, and investigate errors and fraud

How do we keep personal information secure?

Portsmouth City Council ensures that your personal data is kept secure through the use of technical security measures for all our IT systems. We ensure that only employees who should have access to personal data can do so and this is managed through access controls, comprehensive training, regular checks and validation.

How long do we keep hold of personal information?

We will only keep your personal data for as long as required to support the delivery, evaluation and scrutiny of the service. These data will be securely deleted no later than 7 years after collection in line with our department policy.

Access to personal information

You have the right to know if Portsmouth City Council holds any personal information relating to you. You can do this by making a 'Subject Access Request' using the information in the 'How to contact us' section or by going to our [Freedom of Information page](#).

You will usually be entitled to see all of the data held about you but may not be entitled to see confidential information about other people.

Sharing or disclosing personal information

There may be times when we need to share your information with other people. We will only do this if you have given your consent or where the law allows or requires us to. This could be in an emergency where there is a safeguarding concern or life threatening situation or for the purposes of preventing or detecting crime or fraud or apprehending and prosecuting offenders where we have a statutory duty to do so.

We will only share appropriate information about you with a third party only where you have given specific permission to do so. We may withhold information where it places any individual at risk.

We will share your personal data with BEIS/DESNZ during the processing of your application. The sharing of the data between the local authority and BEIS/DESNZ is for the purpose of administration, delivery, reporting, monitoring, evaluation and fraud prevention necessary within the scheme. This may also include an assessment of your liability for council tax on the property you have stated as your sole and main residence on the application.

We may also share personal data with other organisations such as:

- Department for Work and Pensions
- Her Majesty's Revenues & Customs
- The Valuation Office Agency
- Housing Benefit Tribunal Service
- Magistrates Court
- Enforcement Agencies
- The Police
- TransUnion Bureau (credit reference agency)
- Office for National Statistics
- Other relevant departments and government agencies.

Complaints or queries

If you have a complaint or query about how we collect and use personal information, or if you would like a change to be made to your record or want to object to processing of your information, please contact us using the information in the ['How to contact us' section](#).

If you would like to make a complaint or are not satisfied with the responses you have received from us after making a request, please contact:

Information Commissioner's Office,

Wycliffe House,

Water Lane,

Wilmslow,

Cheshire,

SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 (if you prefer to use a national rate number).

Changes to this privacy notice

This privacy notice was last updated on 03rd March 2023.

How to contact us

If you want to request details of our privacy policy and how we collect and use personal information, you can contact:

Data Protection Officer,
Portsmouth City Council,
Civic offices,
Portsmouth,
PO1 2AL

Email: dataprotection@portsmouthcc.gov.uk

Telephone: 023 9282 2251

[For more information view our data protection privacy notice page.](#)