

Warm Homes Discount Scheme Privacy Notice

GC Insight has invited you to take part in an interview about the Warm homes Discount Scheme. Before you agree to take part, we want you to know exactly how your personal data is going to be used. This Privacy Notice should give you all the information you need to help you to decide if you want to take part in the research. If you would like to find out more, there are details at the end of this document about how to get in touch, and we would be happy to help.



The idea for, and funding of **The Warm Homes Discount Scheme**, has come from **The Department for Energy, Security and Net Zero**. This Department wants to understand whether the Scheme has worked as well as they hoped and whether they can learn how to make the Scheme, or any similar future scheme, better.

To do this, the Department has asked **Fortia Insight** and **GC Insight** to carry out some research with people who have used the scheme.

Why Me?

Our records show that you used (or will use) the Warm Homes Discount Scheme between October 2025 and March 2026. We've got in touch with you to see if you want to tell us about your experience with it. Lots of other people who used the Scheme have also been asked if they want to share their opinions.

What Will It Involve?

We have sent you a letter inviting you to take part in a survey. The survey is so that we can find out what your Warm homes Discount Scheme experience was like, whether it made any difference to you, and how it could be made better.

There are three ways that you can take part in the survey.

- 1) Online via a web survey
- 2) On the telephone
- 3) Posting us a paper response

Fortia Insight and GC Insight are independent evaluators. We help our clients to use information to understand things better and to make better decisions.

FORTIA
INSIGHT
an RSK company

GC **Insight**



Do I have to?

You DO NOT HAVE to take part. It is completely up to you whether you do or not. We will not tell The Department who has completed a survey or not. And if you decide at any time to change your mind about taking part, you can do so without giving a reason.

What information will you have about me?



So that we can do the research, we have been given some details about you already from The Department. If you choose to take part in the survey, we will ask you to give us some more information.

Ahead of you completing the survey, Fortia Insight and GC Insight will know:

Your name

That you have been part of the Scheme

Your contact details (like your address)

During the survey, you might share other information about yourself like:

Your experiences, thoughts and opinions on the Scheme.

Who will know what I've said?



Only the people in the research team at Fortia Insight and GC Insight will know what you have said. We will keep all survey responses secure and safe, complying with GDPR and other data processing regulations, and not share them with anyone outside the research team.

When we tell The Department how well the Scheme is working and how it could be made better, everyone's survey responses will be combined. This means all results will be reported together, and that no one will know who has said what.

In our report, we might include some quotes from your survey response. If we do that, we will only use information that is totally anonymous and make sure that no one reading the report can identify you.

How will my information be stored?



If you complete your survey on paper and post it back to us, one of our research team will put your responses on to our digital survey platform. If you complete your survey online, your responses will be uploaded directly to our digital survey platform.



Any surveys you post back to us will be securely locked away as soon as we have put them on our survey platform.



Our survey platform complies with GDPR and other data processing regulations. Once we have finished collecting responses from everyone, we will combine them all so that we can analyse and report our findings to The Department.

How long will my information be kept for?



Your personal data will be kept for no more than six months after we have finished the project. At the moment, we expect this to be August 2027.



What can I do if I'm not happy with how my information is being used?

At any point, you can choose to not take part in the feedback group, or for your information to be shown to you, changed or deleted. If you want to make a complaint about how your information is being stored or used, you can contact:



01928 726006

0121 285 3800

0303 123 1113

contact@fortiainsight.com

dataprotection@gcinsight.co.uk

<https://ico.org.uk>

Is there any other information I might need to know?



Because we are looking after your personal data, there are certain laws that we need to obey, and certain things that we need to share with you.

Laws and codes	We follow the UK General Data Protection Regulation (GDPR) and the Data Protection Act (2018). We also follow the Market Research Society Code of Conduct.
Data controller and data processor	The data controller for your personal data for data protection purposes is the Department for Energy Security and Net Zero (DESNZ). You can contact the DESNZ Data Protection Officer at dataprotection@energysecurity.gov.uk The data processors are Fortia Insight and GC Insight.
Lawful basis for processing	Under the UK GDPR, the lawful bases we are relying on for processing your data are: <ol style="list-style-type: none">1. Public task – the information shared with us before we got in touch with you is 'public task' as the Department for Energy Security and Net Zero need to understand whether programmes funded by public money are having the effect that they need them to.2. Consent – the information you share with us when you complete the survey is done so under 'consent'. This means that you have told us that you are happy to share this information with us.
Where your data is stored	All of the information we have about you, or we collect during the feedback group will be kept in either the UK or the European Union.

Important details about Fortia Insight	<ul style="list-style-type: none"> • Our address: Spring Lodge 172 Chester Road, Helsby, Cheshire, England, WA6 0AR • Our phone number: 01928 726006 • Our email address: contact@fortiainsight.com • Our company number: 02937576 • We are registered with the Information Commissioner's Office and our number is: ZC079046
Important details about GC Insight	<ul style="list-style-type: none"> • Our address: Lee House, 90 Great Bridgewater Street, Manchester, England, M1 5JW • Our phone number: 0121 285 3800 • Our email address: enquiries@gcinsight.co.uk • Our company number: 03162288 • We are registered with the Information Commissioner's Office and our number is: ZB696723
Who else might have access to your personal data	<p>We may have to share your personal data with:</p> <ul style="list-style-type: none"> • Economic Research Services Ltd (trading as Fortia Insight) and persons, bodies corporate or partnerships controlled (directly or indirectly) by it; • Our auditors, insurers or a competent governmental or regulatory body; • Third party service providers that provide the necessary IT systems and software for us to be able to work.