

Privacy Notice for Evaluation of The Green Heat Network Fund

About the Evaluation

The Department for Energy Security and Net Zero (DESNZ) has commissioned an evaluation of **the Green Heat Network Fund (GHNF) Main Scheme**.

The evaluation is being led by Fortia Insight, which is part of the RSK Group, together with its subcontractor, GC Insight. Fortia Insight is responsible for delivering the evaluation on behalf of DESNZ, while GC Insight supports the delivery of research activities including surveys, interviews, focus groups and analysis. This Privacy Notice is issued on behalf of the organisations involved in delivering the GHNF evaluation and applies to personal data collected and processed for the purposes of the GHNF evaluation.

Your contact details have been provided by DESNZ to us for us to get in touch with you.

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.

What is this about?

The information collected in this evaluation will be used to help refine and improve current support for Green Heat Networks, as well as help shape ongoing government policy for this sector. If you participate, your answers will provide insight into your own experiences of the Fund, the potential improvements that could be made, and the role that the Fund has had in enabling your project.

What will it involve?

As part of the evaluation of the **GHNF**, we are inviting applicants involved in GHNF-supported projects to share their experiences of the scheme. You will be contacted by email and invited to complete an online survey covering topics such as project delivery, procurement and supply chains, customer engagement, project finance, and experiences of the GHNF application and reporting processes.

We may also invite a selection of participants to take part in a focus group discussion to explore their experiences in more detail and help identify lessons for future heat network policy and support schemes. The focus group will be facilitated by members of the research team and is expected to last approximately 60 to 90 minutes.

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.

Which organisations are involved in the evaluation?



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

Type of data that will be processed

For this project, we will process the following types of personal data:

- *Simple data* including your name, email address, organisation name, role in organisation, and information relating to your project (such as project name and description, and round the project is a part of, and progress updates on when key milestones are met).
- *Behavioural data* including your experience with the scheme, monitoring process and overall feedback on the fund, and on the impact, this has had on your heat network.
- *Financial data* including the amount of funding received and the amount of matched funding drawn down, as well as estimated impacts of the fund on finances of the heat network such as operating costs.

How we get the personal data we process

All your personal information is provided through the following ways:

- Via a database provided by the Department, which they received from Triple Point. As you are a beneficiary of GHNF, you agreed to participate in the evaluation when you applied for the grant.
- Via response to the survey, you are invited to participate in. Specifically, this will include any demographic information we wish to verify, and behavioural data around your opinions of various aspects of the Fund.

This information will be used only for the purposes of the independent evaluation of the Green Heat Network Fund and will be reported anonymously so that you cannot be identified and in an aggregated form.

How we will use your personal data

- GC Insight will have access to the full, non-anonymised data for analysis purposes; however, all reporting will be in aggregated and anonymised form
- The data will be aggregated and the anonymised analysis reported to DESNZ and the delivery team (Triple Point). Where sample sizes are five or fewer, the results will not be reported to protect the anonymity of respondents.
- Pseudonymised data (names or identities are replaced with a code) will be shared within the research consortium (Fortia Insight) for the purpose of the evaluation and future data collection purposes, and with the Department analysts for future data collection purposes.
- To link data from this survey to other information sources such as project monitoring data.
- For quality control purposes: we may telephone you to validate your responses.
- Provided you have given consent, to recontact you about follow-up research.

Will we share your personal data?

Your personal data will be shared with the following third parties:

- The Department Analysts will receive pseudonymised data, so data can be linked to other data already stored/collected in the future via other means, for the purpose of the evaluation. Any information shared with the Department policy team will be anonymous and aggregated.
- RSK will also receive pseudonymised data as they will be triangulating data for the evaluation.
- Triple Point, the delivery partner, will receive aggregated, anonymous survey responses, although it is possible that respondents may be identifiable by their responses.

Any third party must also process the personal information as set out in this Privacy Policy and as permitted by the UK's Data Protection Act/laws.

How will my information be stored?

Your information will be stored securely using IDSurvey, our survey management platform, and Microsoft 365. The research team at GC Insight will protect the confidentiality of your information in line with our data protection policies, secure data handling procedures and legal obligations. We will only use your information for the purposes described in this Privacy Notice.

Only authorised members of the GC Insight research team will have access to your personal data, including any views or opinions you share as part of the research. Access to information is restricted and managed to ensure that your data remains secure and confidential. Appropriate technical and organisational security measures are in place to protect your personal data from unauthorised access, loss, misuse, alteration or disclosure.

Your personal data will be processed by authorised members of the research team in the United Kingdom. We use the IDSurvey platform, which is provided by IdWeb S.r.l., a company established in Italy. Survey data is securely hosted within the IDSurvey On Cloud environment in France. Backup and recovery arrangements are maintained by IdWeb S.r.l. to help keep data secure and ensure service continuity.

Our digital systems mentioned above, and internal processes comply with UK GDPR and other applicable data protection legislation. Once all responses have been collected, survey responses will be combined and analysed. Findings will be shared with the Department for Energy Security and Net Zero (DESNZ), but before any information is shared, personal identifiers such as names and contact details will be removed first. This means DESNZ will be able to see the feedback provided but will not be able to identify who provided it.

We will keep your personal data for no longer than six months after the end of the project. We currently expect the project to end in March 2027, so your personal data will be securely deleted by September 2027. Any anonymised research findings may be retained for reporting and audit purposes, but these will not identify you.

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

You may withdraw from the research at any time. You also have the right to request access to the information we hold about you, ask for it to be corrected, or request that it be deleted, where applicable. If you would like further information about how your personal data is being used, wish to update or remove your details from this evaluation, or would like to make a complaint about how your information is being stored or processed, please contact GC Insight using the contact details provided below:



01928 726006

0845 644 3023 or

0303 123 1113

contact@fortiainsight.com
dataprotection@gcinsight.co.uk
<https://ico.org.uk>

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.

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.

Laws and codes	We follow the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act (2018).
Data controller and data processor(s)	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 DESNZ Data Protection Officer Department for Energy Security and Net Zero 3-8 Whitehall Place London SW1A 2EG dataprotection@energysecurity.gov.uk The data processors are Fortia Insight and GC Insight.
What is 'personal data'?	Personal data is defined under the General Data Protection Regulation (GDPR) as "any information relating to an identifiable person who can be directly or indirectly identified by reference to an identifier".

Lawful basis for processing	Under the UK GDPR, the lawful bases we are relying on for processing your data are: 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 or participate in the focus group 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. Your data will be stored in restricted access folders on our secure servers.
Important details about Fortia Insight	• Our address: Spring Lodge 172 Chester Road, Helsby, Cheshire, England, WA6 0AR • Our phone number: 01928 726006 • Our email address: polly.jackson@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	• Our address: Lee House, 90 Great Bridgewater Street, Manchester, M1 5JW • Our phone number: 0161 528 1660 • Our email address: enquiries@gcinsight.co.uk • Our company number: 3162288 • We are registered with the Information Commissioner’s Office and our number is: ZB696723

Who else might have access to your personal data	We may have to share your personal data with: • Fortia Insight’s 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.
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