

Privacy Policy for REMeDY – Community Engagement and Surveys

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Version: 2

Review/Revision date: October 2026

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General

Southend-on-Sea City Council is committed to protecting your privacy.

This Privacy Policy sets out how we treat your personal information, allowing you to make informed choices about the personal information that you provide to us via Energy Unlocked (**the Consultants**).

This Privacy Policy applies to the details that will be submitted via personal and digital engagement including surveys, workshops, communication on the project website and submission of information through apps and social media channels.

The data gathered will be used to develop an understanding of attitudes and behaviours of the community regarding energy usage and achieving Net Zero Carbon within Southend.

Please read this Privacy Policy carefully before you begin to complete the survey. If you have any questions or issues relating to how we handle your data please **Contact Us** at Dataprotection@southend.gov.uk

This Privacy Policy supplements and must be read in conjunction with our Your Say Southend website Terms and Conditions.

By taking part in the surveys and sharing your personal and/or company details you confirm that you have accepted and understood the terms of this Privacy Policy.

If you no longer wish us to collect, use and share your personal information in this way then you should (depending on what it is you object to) **Contact Us** at Dataprotection@southend.gov.uk and ask for your information to be deleted.

We may make changes to this Privacy Policy at any time and such changes will be posted on the REMeDY Webpage or the Southend on Sea City Council privacy notice webpage, therefore, you should check this Privacy Policy regularly.

For the purposes of the Data Protection Legislation including the Data Protection Act 2018 (the "DPA") and the UK General Data Protection Regulation (the "**Regulation**"), the data controller is Southend-on-Sea City Council ("**we**" or "**us**").

What we mean by personal information

Personal information means any data from which you can be identified (including information such as your name, email address and contact details) and which concerns you. All personal information that we obtain from you via the REMeDY surveys and in relation to the REMeDY project will be dealt with in accordance with the provisions of this Privacy Policy, the DPA and the Regulation.

Legal Basis

The Legal Basis that we are using to process your data are;

GDPR Article 6

- **Consent:** the individual has given clear consent for you to process their personal data for a specific purpose.
- **Contract:** the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
- **Public task:** the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
- **Legitimate interests:** the processing is necessary for your legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks.)

GDPR Article 9

- Explicit consent
- Archiving, research and statistics (with a basis in law)

If we have asked for consent to use your personal information, you have the right to withdraw it at any time. If you want to remove your consent, please contact Dataprotection@southend.gov.uk and tell us which service you're using so we can deal with your request.

Personal information that we collect

Your personal data is being collected by The Consultants as you have agreed to take part in the engagement process for REMeDY.

As a resident in Southend-on-Sea the Consultants will ask you to engage with the project by completing REMeDY surveys or provide input on the website, apps or in workshops.

The surveys and apps will be designed by the REMeDY Consortium and the Consultants.

The Consultants will receive the results of the surveys and any personal information or contact details will be held securely.

The Consultants will ask you for name and contact information if you would like to be involved with the project, and in future would be interested to share further information in order to profile your energy usage and learn more about your carbon footprint, for example your energy consumption, energy supplier, method of payment for energy, mode of transport.

We will use your email address to provide you with a link to relevant surveys.

If you provide us with personal information about another person please confirm that they have appointed you to act for them, consented to the processing of their personal data and that you have informed them of our identity and the purposes (as set out below) for which their personal data will be processed.

By providing us with your personal information, you agree to the Council and the Consultants using your personal data for the purposes set out below.

How we use your personal information

We are processing your data in order to understand your energy usage and carbon footprint and how to contribute to achieving Net Zero Carbon in Southend.

Having this data will allow us to assess the current situation, develop strategies to achieve Net Zero and determine ways to track progress toward the Net Zero goal by 2030.

We are storing your personal data so that we can contact you about project updates and any events, workshops, networks, new online platforms, additional surveys or opportunities to participate in the engagements related to energy literacy undertaken for the REMeDY project.

We may also use information provided by you or statistical information collected, so that we can improve policy design at the Council.

We do not sell, trade or rent your information to other parties unless we have first obtained your consent. If you do give us permission, we will only share information with organisations we have carefully selected and believe to be reputable.

Data sharing

All personal data gathered by us and the Consultants will be controlled by Energy Unlocked.

Survey data will be treated with the strictest of confidence and only anonymised data will be shared with REMeDY project partners, Innovate UK (the project funding body) and the wider Southend community.

How long will we keep the personal data?

Your personal data will be held until the end of the project 31st May 2022.

How we protect your personal information

We are strongly committed to data security and we take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to seek to safeguard the information you provide to us.

Who you can contact about Data Protection and your rights

If you have a question about anything covered in this privacy notice you can email the Data Protection Officer at dataprotection@southend.gov.uk

For independent advice about data protection, privacy and data sharing issues, or to lodge a complaint about how we have handled your information, you can contact the Information Commissioner's Office (ICO):

You can visit [Information Commissioner's Office \(ICO\)](https://ico.org.uk) or email casework@ico.org.uk

Alternatively, you can write or telephone: 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