

Privacy Notice for National Buildings Database: Audit

Important details about Verco

Verco is an award-winning energy management and sustainability business with 30 years' experience at the cutting-edge of the low carbon economy. We help companies reduce their environmental impact and save money through data driven analysis, grounded advice and real-world solutions. We leverage knowledge gained from market leading research and analysis, detailed auditing and monitoring to offer deep insights on the current and future energy landscape.

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Our commitment to your privacy

Verco takes your privacy very seriously and we are committed to protecting your personal information and the information you provide whilst conducting research with us. Please read this Privacy Notice carefully and contact us with any questions.

We are committed to meeting relevant laws, codes, registrations and standards



The UK General Data Protection Regulation (GDPR)



Data Protection Act 2018



ISO/IEC 27001 – Information security, cybersecurity and privacy protection



Information Commissioner Office Registration no | ZA350478

You can trust that your personal information will be treated with respect, and it will only be used for the purposes that we inform you about. It is not our aim to sell or promote anything. We conduct research using scientific methods and we commit, in obtaining your co-operation, not to mislead you about the nature of the research or how the findings will be used.

Purpose

Background

The government is developing a detailed database of all the buildings in Great Britain. This will include all domestic buildings (houses and flats) and non-domestic buildings (offices, shops, warehouses, schools, hospitals, to name a few). The database will include information such as the size, age, construction and energy performance of each building. The completed database will be used for research into energy use and carbon emissions to inform government strategy and policy to help:

- Improve energy efficiency to reduce energy costs
- Examine practical approaches to low carbon retrofitting
- Investigate the potential for integrating low carbon and renewable energy technologies

For the database to be effective, it will need to accurately represent the physical form of each building and what energy equipment is used in it, as well as faithfully reflect the way different types of buildings are used to provide work, education, healthcare, entertainment and many other activities. To this end, **The Department of Energy Security and Net Zero (The Department)** has commissioned a consortium led by **University College London Consultants (UCLC)** and including **Winning Moves** and **Verco** to gather existing data on the building stock in Great Britain and to supplement it with information from a sample of buildings in each of the of non-domestic buildings assets classes (data on housing is already collected through regular national surveys). This will be achieved by a [large-scale business survey](#) as well as undertaking some [in-person building audits](#). **Sustainable Construction Services (SCS)** and **Carbon Futures** will also be supporting Verco in undertaking the audits and are covered by this PN.

Data controller and data processors

'**controller**' means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data.

'**processor**' means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.

1. The Department is the data controller for the National Buildings Database project
2. Verco, Winning Moves and UCL are data processors
3. Sustainable Construction Services and Carbon Futures are also data processors

Type of data that will be processed

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

1. *Simple data* including your name, business email address, organisation name, organisation address, business telephone number, role in the business.
2. *Behavioural data* including details about your building, such as how you use your building and your energy management practices.
3. *Building data* including energy consumption data, site plans, and information on heating and cooling plant.

We might also ask you to recommend or share details of individuals, or organisations who we can contact about this research. This will be entirely optional.

Note: Although the Department is responsible for determining the purposes and means of the processing of personal data, none of the personal, behavioural or building data gathered in the audit will be provided to the Department.

How we get the personal data we process

Your personal contact information may have been obtained through one of the following ways:

1. Submitting an enquiry through the microsite www.nationalbuildingsdatabase.org and providing your contact details for us to respond to you.



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2. Provided by your colleague(s) / others in your organisation as an appropriate person to invite to participate in the research.
3. Being known contacts of consortium members or sector representatives engaged in the stakeholder workshops.
4. From Experian: a commercial database provider and supplied under the lawful basis of Legitimate Interest. The Privacy Notice that relates to contact data provided by Experian can be found here: <https://www.experian.co.uk/business-information/marketing-transparency-notice>
5. During a business survey conducted by Winning Moves.
6. From a conversation during the in-person building audit itself.

We will also gather additional personal and business data during the building audits themselves.

The legal bases for processing your personal data

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

1. *Consent*: we will explicitly seek your consent to participate in this research. During the in-person building audit recruitment conversation, we will collect and process additional personal data. Your explicit consent will be obtained prior to your participation and you can withdraw your consent at any time by informing Verco, SCS or Carbon Futures.
2. *Legitimate interest*: the processing of your contact details falls under 'legitimate interest'. If your contact details have been provided by yourself, Experian, your colleagues, consortium members, or shared by sector representatives this processing falls under the lawful basis of legitimate interest. This is because the results of this work will provide an invaluable resource to government, industry and sector organisations. Individual building owners, occupiers and managers will be able to place their buildings in a broader context and benefit from more accurate, up-to-date and relevant energy and carbon benchmarks. Therefore, there is a legitimate interest in us processing your data to facilitate this.

How we will use your data

Your personal and other data will be used in the following ways:

- Provided you have given consent to participate, we may share your personal data with Winning Moves, Sustainable Construction Services (SCS), and Carbon Futures who are scheduling and conducting the in-person building audits.
- The data you provide to us will be reported anonymously to UCL for the purposes of informing the development the database. The data from the audits will not be included in the National Buildings Database itself, but will be used in a theoretical modelling exercise that will test the validity of existing national data sets, such as the records held for Energy Performance Certificates. Prior to sharing any data with UCL, we will remove all personal identifiers (e.g. your name). Non-personal data you provide (which might include your organisations name) will be linked via a unique reference number to building data held by UCL.
- The building data you provide will be used to produce a standard model using the Integrated Environmental Solutions (IES) software as is used in the production of an Energy Performance Certificate (EPC). This data and the IES model will be provided to UCL for further modelling that will enhance the accuracy and resolution of the National Buildings Database (NBD). The NBD will be shared with the Department on completion of the project. For clarity, the NBD will not contain the data from the audit. No data from the audits will be linked to individual buildings in the NBD and no data gathered in the surveys or audits will be passed to the Department for Energy Security and Net Zero or any other department in the UK or the Devolved Administrations.

Will we share your data?

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

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- UCL will receive details about your organisation's activity linked to the business identifier. Therefore, UCL will receive related, but non-personal data in order to build the database in all cases. It is therefore possible, that responses could be attributed to individuals (through inference) in a small minority of cases.
- Verco, Winning Moves, SCS, and Carbon Futures will securely receive or share personal details of those consenting to participate in the in-person building audits, as all these parties are involved in scheduling or conducting this phase of the research.

For clarification, The Department for Energy Security and Net Zero will not receive any personal data or other data from the audit.

How we will keep your data

Your information will be securely stored. We will protect the confidentiality of your information in accordance with our normal data handling procedures and all legal requirements. We will not use it for any purposes other than those which are set out in this Notice. We are committed to keeping personal data secure and take all reasonable technical and organisational measures to protect personal data from loss, misuse or alteration.

The length of time we hold your personal information varies depending upon the type of information and its use. We will hold your personal information on our systems only for as long as necessary to provide research services to our clients, and will anonymise data where possible, securely deleting personal data associated with it at the earliest possible point. For this project, we intend to keep personal data and other data from the audit for six months following completion of the project (anticipated to be Autumn 2025). We will then dispose of your information by secure digital deletion.

Where your data will be processed

Your data will not be transferred or stored outside the UK or European Economic Area.

Your Rights

Co-operation in research is always voluntary regardless of what the research is about or who our client is. You are entitled at any stage to ask that your personal data, or part or all of the record of your survey responses, be destroyed or deleted and we will carry out such a request. This can be requested prior to, during or after the audit. You have the right to access any personal and other data that we process relating to you. We may ask for verification of your identity before releasing any information to you.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us:

Phone

01225 812102

Email

info@vercoglobal.com

Address

Verco Advisory Services Ltd,
Overmoor, Neston, Corsham
Wiltshire SN13 9TZ

You can also complain to the ICO if you are unhappy with how we have used your data:

Phone

0303 123 1113

Website

<https://www.ico.org.uk>

Address

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF