

## **‘Homes As Energy Systems’ Field Trial**

### **Participant Information and Privacy Statement**

Thank you for your interest in the ‘Homes As Energy Systems’ Field Trial.

#### **About the Study**

The study will investigate how the equipment recently installed into your home improves your comfort and reduces your energy use.

This project is funded by the European Regional Development Fund (ERDF) and is intended to run for 2 years from summer 2019.

#### **Project Partners**

This project is a collaboration between:

- The University of Salford

Contact: Ben Roberts, [b.i.roberts@salford.ac.uk](mailto:b.i.roberts@salford.ac.uk), 0161 295 5853

Joule house, Manchester M5 4WT

- Stockport homes Group

Cornerstone 2 Edward Street Stockport SK1 3NQ

0161 217 6016

## What does the Trial involve?

- **Surveys**

We would like to ask you a series of questions about

- how you use your home,
- how comfortable you are in your home,
- how you use and what you think about the improvements that were made

- **Monitoring with sensors**

We would like to use small, battery-powered wireless sensors to monitor:

- The air temperature and humidity in several of your rooms. The improvements to the building should have improved the conditions within the building.
- Your electricity consumption. The changes made to your building should have reduced your electricity bill.
- The CO<sub>2</sub> concentrations of the air in your living room. This will tell us about the us about the air quality and ventilation rates inside the building (selected buildings only).
- We would like to monitor these things for a maximum of 2 years.

### What do you need from me?

- If you are interested in participating in the field trial, we will arrange to meet you at your home at a convenient time.
- During this meeting we will discuss the field trial, your role in it, and any data sharing or privacy concerns
- If you want to participate, we will need your consent to include you in the trial. An example of the consent form is included in this document.
- We'll ask you some quick questions, collecting information about how your house is used.
- We will discuss the installation of the monitoring sensors, to agree the most convenient locations to place them.
- Finally, we will install the monitoring equipment.
- The whole process should take no more than an hour

### **Why should I participate in this trial?**

- The improvements being made to the dwelling are designed to reduce its energy while also maintaining its comfort. The data we collect will let us analyse the improvements, making sure that they behave as expected.
- Your help with this project will contribute to further improvements happening to other houses across the country, reducing their energy bills and associated carbon emissions.

## What data will be collected, and how will it be collected?

- Contact information
  - Name & Address, etc.
  - We use this information to manage the installation of the monitoring sensors. We will not keep it after the monitoring has ended.
  
- Participant interview, covering the following topics:
  - General details about who lives in your house; only details that affect the need for heating
  - What you think about your energy consumption
  - The patterns of your day; when you use the house and the heating
  - Your heating systems and controls; what you have and how you use them
  - The major energy-using appliances in your home
  - How comfortable you find your home; for example, if it's ever too hot or too cold
    - We would like to repeat the comfort questions once or twice during the field trials. There are only 5 questions; we can ask you the questions over the telephone at a time convenient to you.

- Monitoring air temperature, humidity and electric consumption
  - This data will be collected using small, wireless, battery powered sensors.
  - The sensors are the size of a large matchbox. We will attach them to the wall with 'Command strip' poster tabs, which we have found easy to remove with no damage to the wall.
  - The sensors make a reading every 15 minutes
  - The sensors send the readings to a "gateway", box that acts as a central hub within the dwelling. This gateway will send the readings to the University of Salford through an internet connection.

### What happens at the end of the Field Trial?

- We will make an appointment to return to the building and remove all the monitoring sensors
- Due to experimental protocols, we can't give you the data from these sensors **while the trial is going on**. However, if you want the data once the trial ends, we will give you a copy of all your monitoring data
- If you request it, we will give you a copy of all other the data that relates to you and your participation in the 'Homes As Energy Systems' Field Trial.

## **‘Homes As Energy Systems’ Field Trial**

### **Privacy Notice**

This section acts as a privacy notice under the General Data Protection Regulation (GDPR)

#### **Project Partners**

This project is a collaboration between:

- The University of Salford

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Joule house, Manchester M5 4WT

- Stockport homes Group

Energy Advice Team

[energy.advice@stockporthomes.org](mailto:energy.advice@stockporthomes.org), 0161 474 4062

#### **1. Scope of Policy**

The Project Partners (**we**) are committed to protecting and respecting your privacy.

This Privacy Policy (together with the ‘Homes As Energy Systems’ Field Trial Participant Information) applies to your participation in the ‘Homes As Energy Systems’ Field Trial.

This Privacy Policy sets out the basis on which any data (including personal data) we collect

from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

By signing the attached 'Homes As Energy Systems Field Trial Monitoring Consent Form', you are accepting and consenting to the practices described in this Privacy Policy. If you do not accept the terms of this Privacy Policy, you will not be able to participate in the 'Homes As Energy Systems' Field Trial.

Information you provide as part of your participation in the 'Homes As Energy Systems' Field Trial may be shared with other Project Partners but only to the extent necessary to fulfil the purposes of the "Homes As Energy Systems' Field Trial as described in the 'Homes As Energy Systems' Field Trial Participant Information sheet. Full details of the types of information that we will collect, which Project Partners it will be shared with and how it will be used are set out in this Privacy Policy. The Project Partners will only use your information in accordance with the terms of this Privacy Policy.

The University of Salford and Stockport Homes are defined as joint Data Controllers under GDPR legislation for the following data sources:

- Participant contact details
- Participant interviews
- Internal monitoring: air temperature, humidity, and electrical consumption monitoring
- Internal monitoring: internal air CO<sub>2</sub> concentration (selected properties only)

For the purposes of GDPR compliance, all other Project Partners are defined as Data Processors.

## 2. **How the data is stored**

- Contact information
  - Your contact details will be held on secure servers at the University of Salford, with access restricted to 'Homes As Energy Systems' Field Trial project officers.
  - The data will be shared with the Project Partners only under the terms of the Data Sharing contract.
  - Contact details are destroyed if the contact does not wish to take part in the trial.
  - Contact details of the trial participants are retained for the duration of the HAES project, ending in Autumn 2021. At the end of the project all personal data held by the University of Salford will be securely destroyed.

- Participant interview
  - The Participant interview is collected using the University of Salford's online account at [onlinesurveys.ac.uk](https://onlinesurveys.ac.uk), a service maintained by JISC, formally the Joint Information Systems Committee. The company specialises in digital solutions for UK education and research. The account is password protected and surveys will initially be stored online and moved to the University's encrypted server periodically.
  - Once all the interviews and surveys have been completed, during the start of the field trial, all the data will be migrated to the servers at the University of Salford. The copy of the data remaining online will be deleted.
  - The Participant interview data will be shared with the Project Partners only under the terms of the Data Sharing contract.
  - Anonymised versions of the data will be retained past the end of the project in Autumn 2021.
  
- Internal monitoring: air temperature, humidity and gas consumption monitoring
  - The monitoring data is collected using a series of wireless battery powered sensors. Two separate commercially available systems will be used by the project; each system will save its data on each suppliers' secure online portal. This data will be retrieved at regular intervals (1 week to 1 month) in CSV format. The data will be converted to a standard format before storage on the University of Salford's servers.

- The monitoring data is identified using an anonymous identifier. This identifier links the records with the contact details, stored on a separate table on the University of Salford's secure servers.
- At the end of the monitoring period, the monitoring data will be deleted from the online portal. The anonymised data stored on the University of Salford's servers will be retained.

### 3. **How we use your data**

We will use the information that you provide to us or we collect from you (including your personal data):

- To manage the field trial, including contacting participants to arrange access to the dwelling
- To monitor the operation of the monitoring sensors, allowing us to identify and quickly resolve any faults or technical issues
- To carry out the research purposes of the ‘Homes As Energy Systems’ Field Trial
- To arrange installation and later removal of the monitoring equipment

Your personal details may be stored and used by the Project Partners for these purposes.

### 4. **Disclosure of information**

We may share anonymised information that you provide to us, or we collect from you, with selected third parties including:

- European Union Structural & Investment Funds (ESIF). This project is being funded by the ESIF. Publication of the findings of the ‘Homes As Energy Systems’ Field Trial is a requirement under the funding agreement.
- Other research partners, to carry out further research into domestic heating and energy use with the aim to create potential energy savings for individual householders and for the UK energy system as a whole.

Any information we share as described will be in an aggregated and anonymised form.

We will not disclose any personally identifiable information to any third party without your explicit consent.

## 5. **Data security**

All information you provide to us or we collect is stored on secure servers. We work hard to protect all personal data we store from unlawful processing and from accidental or unauthorised access, alteration, disclosure, or destruction.

Anonymised data that we obtain from you may be transferred to and stored at a destination outside the European Economic Area (**EEA**) and may be processed for research purposes outside the EEA. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

Where we are using your information for research purposes, we will store data in an anonymised or “pseudonymised” form wherever possible (this means that we store data in a form that it can no longer be attributed to you without the use of additional information which we will keep separately and in secure conditions).

We put in place measures to ensure that access to your personal data is limited to employees and agents who need to access it to meet our obligations to you and who are subject to strict confidentiality obligations.

Unfortunately, the transmission of information via the internet is not completely secure.

Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to us (e.g. if you register interest in the 'Homes As Energy Systems' Field Trial via our email); any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

#### **6. Data retention**

We will keep your personal data for the duration of the 'Homes As Energy Systems' project, ending in autumn 2021. This period is limited to that necessary to fulfil our legal obligations.

We may keep data relating to the field trial (in an anonymised or pseudonymised form) for use in research purposes for such a period as is relevant to the purposes of the 'Homes As Energy Systems' Field Trial and for associated research to continue to be carried out.

#### **7. Use of your data for marketing purposes**

We will not use your data for marketing purposes.

#### **8. Your rights in relation to your personal data**

The Data Protection Laws (this means the Data Protection Act 2018 and any subsequent laws that amend or replace it) give you the right to access personal data we hold about you. You can exercise this right by contacting us using the contact details below.

If you think that any personal data we hold about you is incorrect or if any of your personal

details (for example, your address, phone number or email address) have changed, please let us know using the contact details below and we will amend your details.

If you would like us to remove your personal data following your withdrawal from the 'Homes As Energy Systems' Field Trial, please let us know using the contact details below and we will take steps to fulfil your request so far as reasonably possible. Please note that we may be required to retain a copy of your personal data even after you withdraw from the 'Homes As Energy Systems' Field Trial to fulfil our legal obligations.

You have the right to restrict how we process your personal data if you think the data we hold is not accurate, the processing is unlawful, if we no longer need to process it for the purpose it was obtained or if you have objected to the processing. For more information about these rights and how to exercise them, please contact us using the contact details below.

## 9. Changes to Privacy Policy

Any changes we may make to our Privacy Policy in the future will be notified to you by email or post if required.

## 10. Contact details

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to

Ben Roberts

ABERG Field Trial Lead

Joule House, University of Salford

Salford, M5 4WT.

Telephone: 0161 295 5853

Email: [b.i.roberts@salford.ac.uk](mailto:b.i.roberts@salford.ac.uk)

If you have any complaints in relation to how we collect or use your personal data or otherwise in relation to this Privacy Policy, please contact us in the first instance and we will aim to resolve your complaint as soon as possible. You may also make a complaint at any time to the Information Commissioner's Office (our relevant supervisory authority) using the contact details on its website at [ico.org.uk](http://ico.org.uk).

## 'Homes As Energy Systems' Field Trial Monitoring Consent Form

Monitoring lead and main contact– Ben Roberts

Telephone: 0161 295 5853 Email: b.i.roberts@salford.ac.uk

How will you be participating?

- Participant interview – How you use your home & How comfortable is your home
- Conditions monitoring using wireless sensors – air temperature and relative humidity
- Electricity consumption monitoring using wireless sensors – electric meter monitor
- Air quality monitoring using wireless sensors – CO<sub>2</sub> parts per million (select properties only)

I understand what tests and data will be collected, when it will be collected, and my role in the project	Yes	No
I have been given the opportunity to ask questions either face-to-face or via phone and e-mail	Yes	No
I agree to participate in the study and for the University of Salford to collect data on my home and energy use	Yes	No
I understand I can ask for any of the data collected to be sent to me at the conclusion of my participation in the 'Homes As Energy Systems' Field Trial	Yes	No
I consent to the following organisations processing my personal data <b>for the purposes of this project only:</b> The University of Salford Stockport homes Group	Yes	No
I understand that I can withdraw my consent for any of my personal data to be used or collected, at any time, <b>without giving any reason</b>	Yes	No
You may contact me by:	Text Message	Telephone
	Email	
I agree to take part in the study	Yes	No

Name	
Address	
Signature	