

# WARM HOME DISCOUNT SCHEME EVALUATION

## Information for Interviewees

### About the evaluation

RSM UK, along with our research partners Winning Moves, have been commissioned by the Department for Energy Security and Net Zero to carry out an evaluation of the Warm Home Discount Scheme. You have been invited to take part in a research interview as part of RSM's research, to deepen our understanding of the Warm Home Discount and your experience of the Warm Home Discount. This privacy notice is led by RSM but relates to the entirety of the research teams' evaluation activity.

The purpose of the interview is to understand experiences of the 2023/24 Warm Home Discount scheme, particularly focusing on:

- your experience receiving the discount, including use of the online eligibility checker and helpline if you used them;
- whether you did anything differently because of receiving the rebate; and
- any difference receiving Warm Home Discount made to you.

Lots of other recipients have also been asked to talk about their experiences, so you are not alone, and when you talk there are no right or wrong answers.

Before you decide whether to take part, it is important that you understand why the research is being carried out and what it will involve. Please take your time to read this information.

Please ask the research team if you have any questions or if you would like any further information (details can be located in the Contact Details section below).

### Why have I been invited and why take part?

We are contacting you as our records show that you were eligible under the scheme last winter, and that you received a rebate between October 2023 and March 2024.

The information collected during the interview will enable the research team to see:

- how effective the implementation and delivery of the Warm home Discount was;
- what outcomes have been achieved through the use of the Warm Home Discount; and,
- what learning the Department can apply to improve the scheme and any future energy bill relief.

We would like to interview you to learn about what has worked well and not so well. The research team value the knowledge and insights shared by all research participants.

### Do I have to take part?

No! It is entirely your decision whether you take part in the interview. The research team will not reveal who has agreed or declined to take part. If you decide to take part, you are free to withdraw at any time without giving a reason. Under the UK General Data Protection

Regulations you also have the right to access any information you have provided. Please contact the research manager if you would like to review or withdraw your information at any time (details can be located in the Contact Details section below).

### **Safeguarding**

If you inform the researcher that you or someone else is at risk of harm, they may have to report this to the relevant authorities. This is in line with our disclosure process and will be discussed with you first, but we may be required to report the matter with or without your permission.

### **Right to privacy**

If you take part in the research, your privacy will always be protected. This means that nobody outside the research team will know that you are taking part. All data, including contact details and interview notes, will be stored securely and not shared with anyone outside the research team. All the information received from the Department for Energy Security and Net Zero in relation to this evaluation is stored securely.

We may have to share your personal data with:

- RSM UK Holdings Limited 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.

We take the security of the personal data we hold seriously. Policies and procedures are in place to safeguard it from loss, misuse, and improper disclosure. All RSM staff use RSM laptops which are encrypted. All files containing personal data will be password protected. Any paper copies of personal information will be kept in a locked filing cabinet or drawer and disposed of securely when no longer needed.

We also have procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

All our third-party service providers and entities in the RSM UK group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal information for their own purposes. We only permit them to process your personal information for specified purposes and in accordance with our instructions.

We will remove any personal details like your name from the interview notes and recordings. Any other identifying information will be minimised. The analysis will only provide summaries of information, disguising any details which may reveal your identity or the identity of people you speak about.

A summary of participant responses, in which all identifying information has been removed, will be retained by RSM. Only the research team will have access to these until six months after the project is completed at which point, unless legally required otherwise, these data will be destroyed.

Our lawful basis for processing under the UK GDPR consent. Participants have the right to withdraw their consent and be removed from the active research. All data collected will be treated in compliance with the UK General Data Protection Regulations (UK GDPR), a law which protects your personal data and tells companies what they can and cannot do with your information.

### **What will we do with the information?**

The data from these interviews, combined with the insights from other research activities (including surveys) will be used to produce a set of reports for the Department for Energy Security and Net Zero. We may decide to use quotes from our interview with you. If we do this, we will only share information which is totally anonymised. This means that, other than the research team, no one will be able to identify you in the report or know what you have said.

**What do I need to do next?**

Please indicate your agreement to participate in this research using the contact details included in your invitation letter or email. By doing so you are consenting to take part in this research and confirming that you have read and understood this information sheet.

## Contact details

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](mailto:dataprotection@energysecurity.gov.uk).

If you have any practical questions about the research or want to make a complaint, please contact the research manager – Dave Innes, RSM UK Consulting LLP.

Email:	<a href="mailto:Dave.Innes@rsmuk.com">Dave.Innes@rsmuk.com</a>	Telephone:	+44 113 285 5298
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We have also appointed a Privacy Officer to deal with questions relating to this policy who can be contacted at: [david.punt@rsmuk.com](mailto:david.punt@rsmuk.com).

You are entitled to:

- Request access to your personal data.
- Request the correction or erasure of your personal data.
- Object to the processing of your personal data.
- Request a restriction of processing of your personal data.
- Request the transfer of your personal data to you or to a third party.
- Withdraw consent at any time, where we are relying on consent to process your personal data.

To exercise any of the above rights please contact our Privacy Officer. We may need to request specific information from you to help us to confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

If you are concerned about an alleged breach of privacy law or any other regulation by us, please contact our Privacy Officer who will ensure that your complaint is investigated. You also have the right to complain to the Information Commissioner's Office, the UK supervisory authority for data protection issues.

**Thank you!**