



## **REQUEST FOR PROPOSALS**

**- FOR -**

**INCLUSIVE SMART SOLUTIONS (ISS)**

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# 1. Introduction

The UK's commitment to achieving Net Zero by 2050 requires significant changes to the energy system, including the use of smart technologies and increased flexibility. This transition is designed to benefit not only the electricity market but consumers at large. The government, Ofgem, and industry leaders are exploring diverse avenues to involve all consumers in this smart and flexible energy market. This exploration may introduce new technologies, tariffs, service providers, and infrastructure.

However, there is a growing concern about the accessibility, ability to purchase and ease of use for Low Income and Vulnerable (LIV) consumers<sup>1</sup> to smart energy solutions. The Energy System Catapult's [Project InvoLVe](#) shed light on the limited involvement of low income and vulnerable consumers in the smart energy market, suggesting that current innovation efforts often prioritise technologies over user-friendly, accessible and affordable solutions.

The Department for Energy Security and Net Zero (DESNZ) is committed to ensuring that the widest range of consumers can share in the benefits of a smart and flexible energy system. They have launched the Inclusive Smart Solutions (ISS) programme to help ensure that commitment becomes a reality.

The Inclusive Smart Solutions programme aims to create a better understanding of the opportunities and barriers faced by Low Income and Vulnerable consumers in the transition to a smart and flexible energy system and develop solutions that aim to address these challenges. It will include up to four collaborative projects developing a range of innovative solutions to enable the participation of Low Income and Vulnerable consumers to the greatest extent possible in the future energy system.

The key focus of the outputs of the ISS programme is to gain a deeper understanding of and contribute to addressing the following issues affecting LIV consumers on one or more of the following topics:

- Increasing access – for example enabling low income and vulnerable tenants to access smart energy products and services
- Assisting purchase – for example providing affordable payment options for low income and vulnerable consumers
- Supporting use – for example, enabling digitally excluded consumers and those with energy related health conditions to benefit from smart energy products and services or providing information or education about how consumers could benefit the most from products and services

The ISS programme is funded through the Department for Energy Security and Net Zero's Net Zero Innovation Portfolio (NZIP), a £1 billion fund designed to accelerate the commercialisation of low-carbon technologies, systems and business models in power, buildings, and industry.

The ISS programme is being delivered and led by Energy Systems Catapult (ESC) with support from the Carbon Trust, Ipsos Mori and TPX Impact on behalf of the Department for Energy Security and Net Zero.

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<sup>1</sup> Low Income and Vulnerable (LIV) consumers mean all energy consumers for whom an accessibility, usability or affordability issue may exist or arise in the transition to a smart, flexible energy system, making it disproportionately challenging for these consumers to benefit from new technologies, markets and business models.

It will include up to 4 projects developing innovations for the LIV consumer market in collaboration with end users, ISS existing partners and the selected solution providers. We are seeking a broad range of solutions that will be expected to go through significant consumer trials or demonstrations. The selected innovative solutions will be developed and tested iteratively with LIV consumers. This approach will incorporate alpha (co-creation of solutions with LIV consumers) and beta (testing at increasing scale with LIV consumers) stages.

To achieve its objectives, the ISS programme is conducting a Request for Proposals (RFP) from solution providers. Applications are invited from solution providers to contribute to the delivery of the projects.

The RFP process is designed to select up to four solutions by the end of March 2024.

The RFP will detail how the innovator proposes developing the solution to market viable and desirable to LIV consumers. A budget of up to £100,000 (excl. VAT) is available for each solution provider to produce the agreed deliverables and or outputs (collectively referred to as the scope) once the contract is signed. Following the selection process, a needs assessment and 'rapid consumer testing' will be undertaken for each solution to inform the projects' development plans and related scope, which will form the services in the contract agreed with each solution provider. The nature of the scope will be defined in agreement with the solution provider, following the needs assessment and rapid consumer testing.

The projects will be governed via the achievement of agreed milestones / stage gates with funds being paid against the agreed budgets and scope.

In addition, each of the up to four solutions' development projects will collectively involve other consortium partners who will provide expertise in developing the solutions further and bring them closer to market readiness.

ESC is willing to support the development of the scope to the value of approximately £300,000 (excl. VAT). The scale of support will be informed by the RFP proposals as well as the needs assessment and rapid consumer testing.

Support to help with delivery of the agreed scope will run from April 2024 until March 2025. The types of support include but are not limited to:

- > Activities delivered by Energy Systems Catapult, the Carbon Trust, TPX Impact and selected partners.
- > Iterative consumer testing with LIV consumers including co-creation of solutions as well as user experience testing and development.
- > Market research and technical solution activities, including consumer research, UX design, service design, content design, prototype design and testing.
- > Access to supply chain partner networks, to support understanding of the value chain and route to market needs for the solution.
- > Collaboration opportunities and invitations to events, including investor introductions.

The Intellectual Property of the solutions will be fully owned and retained by the solution providers. Knowledge and insights arising from the programme activities that ESC and partners provide will be made available to DESNZ and the solution providers, with some outputs benefiting the sector as a whole.

The timeframe for this procurement is as follows:

	Description	Date (if applicable, time)
Request for Proposals	Request for Proposals issued	29 November 2023
	<b>Proposal submission deadline</b>	<b>17.00 (GMT) on Wednesday 10 January 2024</b>
	Potential Interviews (to ESC's discretion)	In the week commencing 5 February 2024 (subject to change)
	Applicants informed of selection outcome	March 2024
	Commencement of detailed needs assessments to inform the contracting process	April 2024
	Contracts in place with up to 4 applicants	June 2024 (latest)

Energy Systems Catapult may, at its discretion, decide to extend the timelines for this Proposal stage. We will communicate this via email regarding such extensions and publish them on the ISS programme website <https://es.catapult.org.uk/project/inclusive-smart-solutions/>.

Should your Proposal be successful, an award letter, the Terms of Reference (as amended to incorporate or include your proposal) and the Conditions of Contract will establish the Contract between you and Energy Systems Catapult. The Energy Systems Catapult leads the ISS Programme Delivery for the Department for Energy Security and Net Zero.

## 2. Eligibility

You will first be asked to provide information that will help us assess the eligibility of your proposal and check that it is within the scope of the competition. Proposals will initially be assessed against the Eligibility Criteria listed in this section. Proposals which fail the Eligibility Criteria will not be assessed further, so it is essential to ensure that you meet these criteria before you submit your proposal.

Eligible solutions will then be further assessed against the Assessment Criteria as described in Chapter 5 (Evaluation of Proposals).

### ORGANISATION ELIGIBILITY

Eligible organisations need to be registered in the United Kingdom.

### SECTOR ELIGIBILITY

Please note all solutions need to relate to Low Income and Vulnerable energy consumers in a domestic setting.

Proposed solutions can include new technologies, products, services, and business models that specifically target Low Income and Vulnerable energy consumers and address their needs (see ISS challenge objectives in the following Chapter 4). Solutions that have already been offered commercially may be eligible where the solution has not been demonstrated in the UK before or

in the planned Low Income and Vulnerable consumer sector. Support can be sought from the ISS programme to trial adaptations of these solutions to make them usable to Low Income and Vulnerable consumer groups.

## TARGET GROUPS

The targeted beneficiaries of the proposed solution need to be in the United Kingdom.

The solution described in the proposal needs to specifically target at least one consumer group within the Low Income and Vulnerable category. Please state clearly which consumer group(s) your solution best targets within your proposal.

The following groups are eligible as target beneficiaries (not exhaustive):

- > People living in rented homes
- > People living on a low income, receiving means-tested benefits or with unstable income patterns
- > People who rely on equipment in the home for their health (e.g., stair lifts, nebulisers, refrigeration for medicines) or have certain needs of energy for their health (e.g., higher temperatures)
- > People with additional numeracy, literacy or communication needs
- > People who do not have basic digital skills and/or access to broadband in their homes
- > People living in multiple occupancy homes
- > People paying for energy using prepayment meters
- > People living in certain geographies or localities
- > People of a specific age, gender or residency status
- > If your solution targets a group not listed here, please specify as part of the application form.

## 3. Support Available

ESC will only provide support where it can be demonstrated that the support requested by the applicant is directly needed for the costs of the activities to further develop or test the solution, which will be determined following the completion of the detailed needs assessment. This procurement seeks to support up to four solutions. Support to be requested from ESC for each solution should not exceed the stated budget. Smaller proposals are welcome.

The solution development will be a collaborative process which will involve the successful solution developers (up to four) as well as a wider consortium including Energy Systems Catapult, Carbon Trust and TPX Impact who will provide expertise in consumer research, design and user experience development, IP strategy, commercialisation and route to market strategy. The solution developers are expected to engage with a range of consumers and consumer testing to develop solutions that work well for Low Income and Vulnerable consumers.

## 4. The ISS Innovation Challenge

This Request for Proposals is targeted to procure the services of innovators who develop solutions which maximise the inclusion of Low Income and Vulnerable consumers in the smart energy transition. The following framework has been developed to assess their innovation's readiness.

We are looking to develop, in collaboration, innovations that have not yet been available in the market for Low Income and Vulnerable consumers and are beyond the ideation and feasibility stages of development.

## OBJECTIVES

**The ISS programme seeks to address:**

- Increasing access – for example enabling low income and vulnerable tenants to access smart energy products and services
- Assisting purchase – for example providing affordable payment options for low income and vulnerable consumers
- Supporting use – for example, enabling digitally excluded consumers and those with energy related health conditions to benefit from smart energy products and services or providing information or education about how consumers could benefit the most from products and services

The solution proposed should be designed to yield clear evidence of its impact on the inclusion of at least one group of Low Income and Vulnerable consumers in the smart, flexible energy system.

Proposed solutions should be designed to make optimal use of the business services support period of 12 months from the commencement date. The anticipated commencement date is April 2024.

## 5. Proposal Submission Guidelines

### QUESTIONS/CLARIFICATIONS ABOUT THIS REQUEST FOR PROPOSALS

The channel for all communications related to this call is: [ISS@carbontrust.com](mailto:ISS@carbontrust.com)

All questions relating to this competition must be submitted by email.

All answers to questions and clarifications will be posted on the ISS programme website <https://es.catapult.org.uk/project/inclusive-smart-solutions/> at the indicated dates, with attendant communication from the Carbon Trust's centralised email.

Questions may include queries relating to the scope and eligibility, the General Conditions of Contract or if you have difficulty in providing the information requested. To the extent possible, questions should be sent in one email rather than individually in separate emails.

There will be one instance in which we welcome interested applicants to submit questions during this Request for Proposals phase. Please refer to the question/answer timeline below:

Description	Date (if applicable, time)
Proposal questions	The last questions are to be received by: 15 December 2023.
Answers published	Response to be expected by: 20 December 2023.

In addition to answering questions from applicants, Energy Systems Catapult or the Carbon Trust may also, at its discretion, issue further clarifications at any time if they consider this to

be appropriate.

## FORMATTING REQUIREMENTS FOR THE PROPOSAL

- Proposals must be submitted in English.
- All sections must be completed.
- All applicable information and documents requested must be provided.
- Adhere to the page limits specified in each section.
- For templates provided, the sample text should be deleted and replaced by the applicant's relevant text. The main headings must remain unchanged.
- The contents of the proposal should be submitted in the same order as in the template provided.
- All pages must be numbered.

## STRUCTURE AND CONTENT OF PROPOSAL SUBMISSION

Your proposal must explain how you envision meeting the ISS requirements in the proposal template provided. Proposals that do not follow these formats will not be considered. Your proposal should be *no longer than 12 pages in total* (this page count includes attachments). For clarification only section 4 and 5 (Value for Money), will be scored, using the criteria outlined below, the remaining sections will be used to provide information to support your application.

The proposal must contain the following:

**Section 1: Cover Letter** (*1 page maximum*) – The cover letter should be on the applicant's letterhead (including logo) and should indicate the applicant's interest and qualifications in implementing the proposed activities and solution. It should include the complete contact information for the person authorised to represent the organisation and negotiate on its behalf.

**Section 2: Organisational Details** (*1 page maximum*) – This section should give details on the applying organisation, their company details, history of operation, most recent financial year turnover, etc.

The lead organisation should list any key partners for the implementation of the proposed solution. It should include the complete details for all partner organisations (company name, registration details, authorised representative and contact information).

It should include details on each organisation's key capabilities and past performance relevant to the implementation of the proposed solution.

**Section 3: Scope of Solution** (*1 page maximum*) in which

- The applicant should provide an overview of the solution, how the solution will work, how the solution is suitable to Low Income and Vulnerable energy consumers, which Low Income and Vulnerable consumer group will benefit from the solution (expected impact), and how the solution will contribute to the objectives of the ISS programme.
- Applicants should detail the role of each partner organisation (if relevant).
- Applicants should describe the stage of development the solution is at and what development services would progress the solution's maturity during the ISS programme.

**Section 4: Technical Proposal Details** (250 words per topic, each topic will be assessed against

the assessment criteria & weighting as detailed in the RFP) – in which:

- Applicants should demonstrate an understanding of the context, and problems Low Income and Vulnerable consumers face (you can concentrate on the most relevant consumer sub-group for your proposed solution) and outline the key steps that are needed to develop the proposed solution further, especially what consumer testing, engagement and demonstration would be needed.
- Applicants should detail the expected outcomes and impact of their solution.
- How applicants envisage achieving scale and sustainability. A discussion of how the economics of the proposed solution works for the entire value chain may help here.

**Section 5: Procured Services** (2 page maximum) – This section should include a statement of the scope, financial requirements and impact. All financial information is to be provided in Pound Sterling (£).

Applicants must describe in detail what the ISS Competition funds will be used for.

Applicants should provide an outline of how the Proposal is delivering value for money in the context of the ISS objectives, the delivery, its impact, and why public funding is needed to support the development of this solution.

**Section 6: Additional Information and Attachments** (6 pages maximum) – Additional documentation requested and to be included either at the end of the Proposal template or as additional attachments submitted separately:

- Completed risk assessment (*template provided in the Proposal template*) – high-level description and rating of project risks.
- CVs of key staff involved (no template provided).
- Additional information the applicant considers appropriate and relevant to the proposed activities, including for example references.

Where specific forms or templates are provided in this document, applicants should use them to present proposal information. Please keep to the indicated page limit for each section.

## EVALUATION OF PROPOSAL

All Proposals will be scored for each of the factors outlined in the table below according to the following matrix. The scoring matrix will be applied to each criterion.

The factors outlined apply to the whole process of procuring solutions, testing feasibility and developing the final projects. Collaboration will also be considered.

Please note, while this Request for Proposals document contains an outline of the assessment criteria, we may take advantage of the period up to the closure date to finalise our assessment criteria as further research is currently being undertaken in parallel to develop a more detailed assessment framework, based heavily on the information gathered from our engagement with Low Income and Vulnerable consumers. If changes are made to the final Assessment Criteria Framework this will be communicated prior to the submission deadline.

Following the evaluation of submitted Proposals, applicants may be invited to an interview to assess the development needs, maturity and how the solution would align with existing LIV consumers quantified market segments and consumer needs.

**Table 1** Assessment Criteria Framework

Name	Description	Weighting
<b>Impact</b>	The proposed solution demonstrates that it will address barriers that currently or in the near future will prevent LIV consumers from using, accessing or paying for smart energy products and services. The application demonstrates what the positive impacts could be and outlines the means by which they can be realised, enabling LIV consumers to attain desirable outcomes for them in a smart flexible energy system.	15%
<b>Appeal</b>	The proposed solution demonstrates the benefits that it will deliver have the potential to be attractive to and understandable by LIV consumers.	15%
<b>Scale</b>	The proposed solution can be replicated across the UK and has potential to be scaled to either a) large numbers of LIV consumers or b) smaller groups with particularly acute or emerging needs.	15%
<b>Feasibility</b>	Applicants demonstrate the potential feasibility of their solution, highlighting both short and long-term barriers and proposing strategies for overcoming them (through the ISS programme and by other means). Applicants are asked to give details of what infrastructure, cost and regulatory changes are needed.	10%
<b>Commercial</b>	The proposed solution demonstrates an understanding of the commercial implications of the proposition, considering both supplier and customer perspectives.	15%
<b>Additionality and Innovation</b>	Applicants explain how support from the ISS programme accelerates the development of the solution, resulting in earlier benefits for LIV consumers compared to what would have been achieved otherwise.	20%
<b>Value for Money</b>	The development of the solution provides cost-effective results, with applicants demonstrating strategies to mitigate risks and uncertainties. This instils confidence in the effective delivery of the value proposition.	10%

## SCORING MATRIX FOR EVALUATION OF PROPOSAL

The proposals will be scored for each of the criteria outlined in the table above and according to the following matrix:

**Table 2** Scoring Matrix

Score	Explanation
0	Non-compliant - failed to address the criterion providing no evidence
1	Poor response - the criterion was inadequately addressed
2	Weak response - the criterion was partially addressed
3	Good response - the criterion was well addressed
4	Strong response - the criterion was successfully addressed
5	Excellent response - the criterion was fully addressed

## INSTRUCTIONS FOR RETURN OF PROPOSALS

You must submit your Proposal (including all attachments) to [ISS@carbontrust.com](mailto:ISS@carbontrust.com). Proposals must be received by the Carbon Trust by no later than **17.00 (GMT) on Wednesday 10<sup>th</sup> January 2024**. It is your responsibility to ensure that your Proposal is delivered no later than the appointed time.

Late Proposals will not be considered unless ESC, in its sole discretion, decides to do so and is satisfied that the delay was caused by reasons outside of your control.

## UNSUCCESSFUL APPLICANTS

After submission of the proposal, applicants will be informed if they have been unsuccessful following a detailed evaluation and decision to award projects.

# 6. Other Requirements and Additional Information

## STAKEHOLDER CLINICS

Carbon Trust will organise stakeholder clinics at three instances during December (sign up [here](#)). These will be opportunities for 1:1 conversations with members of the ISS delivery team e.g., ESC and/or consortium partners.

You will be able to sign up for a time slot on the following days within the following time windows:

- 7 December: 11.30 am – 1.30 pm
- 13 December: 10.00 am – 12.00 pm
- 18 December: 9.30 – 11.00 am

## INTELLECTUAL PROPERTY

The Intellectual Property of the Solutions will be fully owned and retained by the developers. If, within three (3) years of the Contract expiry date, any Arising Intellectual Property has not been commercially exploited by the Contractor, the Authority will require the Contractor to transfer the Arising Intellectual Property to the Authority. Should the Authority choose to exercise its discretion under this clause, it will notify the Contractor.

Knowledge and insights arising from the programme's activities that ESC and partners provide, will be made available to DESNZ and the solution providers, with some outputs benefiting the sector as a whole.

## CONFLICTS OF INTEREST

Applicants are required to declare in their proposal submissions any conflict or potential conflict of interest and provide clear details of their plan for managing this. There may be circumstances where the Energy Systems Catapult (in its absolute discretion) considers that such a conflict or potential conflict of interest would not be manageable or acceptable. In this case, the Energy Systems Catapult may reject the Proposal.

## CESSATION OF PROCUREMENT OR ALTERATION OF PROCESS

The Energy Systems Catapult reserves the right to terminate this procurement or to change any aspect of the competition process at any time.

The Energy Systems Catapult is not bound in any way to accept the lowest or any proposal. Unless any applicant makes a formal statement in its proposal to the contrary, the Energy Systems Catapult reserves the right to accept a proposal either in whole or in part and/or accept more than one proposal.

Applicants will not be entitled to claim from Energy Systems Catapult any costs or expenses which may be incurred in the preparation of the proposal or respect of the competition process. This applies whether the proposal is successful and regardless of whether the competition process is changed, the procurement is terminated, or a contract is awarded.

Nothing in this Request for Proposals or any other communication made between the Energy Systems Catapult and its representatives, and any person shall constitute an agreement, contract or representation (except for a formal award of contract made in writing by the Energy Systems Catapult).

### **APPLICANTS SHOULD NOTE**

The information contained in this Request for Proposals and any supporting documents, and in any related written or oral communication, is believed to be correct at the time of issue or making but Energy Systems Catapult will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. The information given by the Energy Systems Catapult does not purport to be all-inclusive or to include all the information that an applicant may require.

Applicants should note that in the event a proposal is considered to be fundamentally unacceptable on a key issue, regardless of its other merits, that proposal may be rejected.

It is the responsibility of the applicant to obtain at their own expense all additional information necessary for the preparation of their Proposal. No claims of insufficient knowledge will be accepted.

ESC reserve the right to choose not to award funding if appropriate and reasonable solutions are not presented.

### **PRIVACY NOTICE**

Please read our Privacy Notice (see next page) so you are aware of how we will use and store your personal data. When you apply, you will be asked to confirm that you have read and agreed to the policy.



## Privacy Notice

This notice sets out how we will process your personal data, and your rights. It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation (UK GDPR).

Inclusive Smart Solutions is a £2.75m Programme funded by the Department for Energy Security and Net Zero (DESNZ) £65m Flexibility Innovation Programme, which seeks to enable large-scale widespread electricity system flexibility through smart, flexible, secure, and accessible technologies and markets. A smart and flexible energy system is critical to our future for all consumers. There are risks and opportunities with this for how consumers can benefit and participate in the energy system. The Inclusive Smart Solutions programme aims to address these challenges by providing a better understanding of the barriers faced by low income and vulnerable (LIV) consumers in the transition to a smart, flexible energy system; and developing a suite of innovative solutions that will facilitate increased participation of LIV consumers in the emerging smart, flexible energy system.

The Inclusive Smart Solutions programme is being delivered on behalf of DESNZ by Energy Systems Catapult (ESC) with support from the Carbon Trust, Ipsos Mori and TPX Impact. Energy Systems Catapult (ESC) will deliver on the aims of the programme through two phases of work between September 2023 and March 2025. Phase 1 will focus on conducting primary research with LIV consumers to maximise the understanding of their needs and existing barriers, using this research insight to inform and develop innovative solutions for LIV consumers. This will be delivered alongside a thorough 'Open Innovation' selection process, to identify up to 4 innovative solutions from both within and outside the energy sector ("**Open Innovation Phase**"). In Phase 2, the selected innovative solutions will be developed and tested iteratively with LIV consumers. This approach will incorporate alpha (co-creation of solutions with LIV consumers) and beta (testing at increasing scale with LIV consumers) stages.

This privacy notice deals with the Open Innovation Phase only.

For the purposes of this Privacy Notice, our data processor is Energy Systems Catapult Limited registered office address Cannon House, 7<sup>th</sup> Floor, The Priory Queensway, Birmingham B4 6BS and its sub-processor is Carbon Trust Advisory Limited, registered office address Level 5, Arbor, 255 Blackfriars Road, London, SE1 9AX. ("Data processor" and "sub-processor" are as defined in UK GDPR).

### 1. Your Data

We will process the following personal data:

Names, job title, business address, business email address, telephone number of individuals who will be submitting a response to the RFI and RFP process or attending project related events.

ESC and Carbon Trust will process the above data on our behalf in accordance with our instructions and this privacy notice.

## **2. Purpose**

The purpose(s) for which Energy Systems Catapult and Carbon Trust will be processing your personal data on our behalf is to:

- Collect and store the Request for Information responses submitted to the programme.
- Review and analyse the Request for Information responses submitted to the programme.
- Collect and store the Request for Proposals responses submitted to the programme.
- Review and analyse the Request for Proposals responses submitted to the programme.
- Collect and store registration data to project related events, such as the RFI launch webinar or discovery workshops.

## **3. Legal basis of processing**

The legal basis for processing your personal data under Article 6 of the UK GDPR is:

**1(a)Consent:** You consent to the processing of your personal data for one or more specific purposes. Should you change your mind, you can withdraw consent at any time by contacting the DESNZ Data Protection Officer at:

DESNZ Data Protection Officer  
Department for Energy Security and Net Zero  
1 Victoria Street  
London  
SW1H 0ET

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

## **4. Recipients**

Your personal data will be shared with ESC and Carbon Trust for the purpose of reviewing RFI and RFP responses and project related events.

Your data will be shared with ESC, Eventbrite, Carbon Trust and us for the purpose of project related event registration.

## **5. Retention**

Your personal data will be kept by us, and Energy Systems Catalyst and Carbon Trust for a period of six months after the end of the project in order to address any follow-on queries. After this retention period the personal information will be deleted.

## **6. International Transfers**

Your personal data will be processed in the UK.

Your personal data will be processed in the European Economic Area (EEA), [for the purpose of backing up data].

Where your personal data is processed in the EEA, the following safeguards will be in place:

- UK Adequacy Regulations.

## **7. Your Rights**

You have the right to request information about how your personal data are processed, and to request a copy of that personal data.

You have the right to request that any inaccuracies in your personal data are rectified without delay.

You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.

You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.

You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

You have the right to object to the processing of your personal data where it is processed for direct marketing purposes.

You have the right to withdraw consent to the processing of your personal data at any time.

To exercise your rights please contact the Data Protection Officer using the contact details below.

## **8. Contact Details**

The data controller for your personal data 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  
1 Victoria Street  
London  
SW1H 0ET

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

If you are unhappy with the way we have handled your personal data, please write to the department's Data Protection Officer in the first instance using the contact details above.

## **9. Complaints**

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an UK independent regulator. The Information Commissioner can be contacted at:

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

Telephone: 0303 123 1113  
<https://ico.org.uk/make-a-complaint/>

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

## **10. Updates to this notice**

If this privacy notice changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures you are always aware of what information we collect, how we use it, and under what circumstances we will share it with other parties. The 'last updated' date at the bottom of this page will also change.

If these changes affect how your personal data is processed, we will take reasonable steps to let you know.

Last updated: 26/09/2023