

Workplace Charging Scheme Voucher redemption online portal Privacy Policy

General

The Workplace Scheme grant portal for the UK is an online service established for the purposes of facilitating the submission of information by electric chargepoint installers. It will also enable Department for Transport (DfT) to track eligible chargepoint claims. The information uploaded by electric chargepoint installers will form the basis of grant claims made to DfT's Office for Low Emissions Vehicles (OLEV) – who are the funders of the Workplace Scheme Grant.

Access to the service

These Terms apply to the whole of the Site, which may only be accessed and used by those installers and their authorised representatives ("Representatives") having the specific access rights granted by Us, using authorised user names and passwords.

Any information submitted through the Site will be transmitted electronically to DfT, the Scheme Operator and its appointed delivery agent DVLA. Although this Site provides a facility to submit information to and communicate with the Scheme Operator, installers remain entirely responsible for complying with the eligibility rules and criteria of the Scheme.

DfT reserve the right at their sole and absolute discretion to withdraw the service and access to it at any time with immediate effect.

Service Users

You may nominate and request Us to permit additional users to have access to the secure area containing Your information on Your behalf by sending a request to OLEV, who will forward such requests to Us. We may, at our discretion, issue additional user names and passwords to such users.

You are responsible for ensuring that your users comply with these Terms and conditions.

Users nominated by You are acting as Your agent and You are bound by and responsible as principal for their actions on this service and you must inform Us

immediately if any users ceases to be authorised by You as soon as reasonably practical thereafter. We shall de-activate the relevant user name.

Privacy

We are committed to respecting the privacy of visitors to and users of the service, and also of the installers who install chargepoints, with the help of the Scheme. This clause sets out the terms that govern the collection, retention and processing of any personal information provided online or otherwise held on the Site.

For a full version of this privacy notice, please refer to:

<https://www.gov.uk/government/organisations/office-for-low-emission-vehicles>.

The Department for Transport is the 'Controller' for personal data processed as part of the Workplace Charging Scheme (WCS). We use the data to: administer the schemes and provide a grant to those who are eligible; reduce the risk of fraudulent activity and ensure value for money when spending public funds; and to improve the efficiency and sustainability of the schemes. We carry out this processing in the exercise of our official authority as a government department.

Administration of the schemes will be carried out by DVLA, who are an Executive Agency of the Department for Transport and part of the same Controller.

We will share some data with Distribution Network Operators (DNOs) and other third parties for research purposes and for the purpose of analysing the future impact of electric vehicles. This data, which will include the date and postcode of install and the model/make of chargepoint installed, is unlikely to allow individuals to be identified.

We engage contractors to carry out audit checks and they will act only on our instructions and as necessary to perform these checks. The checks consist of: technical visits to sampled installed chargepoints for safety checks; and verification of grant claim documentation and accompanying evidence, including installation authorisation documents, for quality assurance of the grant scheme.

Data retention

Further information about how long we keep your data is available in the Privacy Notice at: <https://www.gov.uk/government/organisations/office-for-low-emission-vehicles>.

Security

Any personal information you supply will be processed in accordance with data protection legislation and any other applicable legislation. You will be required to submit information and personal details under the terms of this scheme relating to your business, your customers and the installations you have completed at their sites. This information will be used to validate eligibility for the grant against information held on systems external to the Scheme.

Data is held in a secure environment that means industry and Government security standards are maintained.

A number of security features are in place to protect your personal information during transit from your computer to the service. However, transmitting data over the internet is generally not completely secure, and we can't guarantee the security of your data.

Our website does not enable our visitors to communicate with other visitors or for them to post information to be accessed by others.

Monitoring use of the service

We will keep an audit trail of successful and unsuccessful attempts to access the service and will monitor its use. This is to help prevent and detect unauthorised access.

Your rights in relation to your personal data

Information about your rights, including how to complain, or request a copy of the data we hold on you, is available on the DfT website:

<https://www.gov.uk/government/organisations/department-for-transport/about/personal-information-charter>.

Notification of changes to the Privacy Policy

You can access the full Privacy Policy at:

<https://www.gov.uk/government/organisations/office-for-low-emission-vehicles>.

We review this Privacy Policy regularly to ensure that you are always aware of how we use your personal information.

Please be aware that this privacy policy does not apply to any other DfT services and we encourage you to read the Privacy Policy of each service you use.

Amendments to the Security and Privacy Statement

If this security and privacy statement changes in any way, we will place an updated version on this page:

<https://www.gov.uk/government/organisations/office-for-low-emission-vehicles>.

By reviewing this page it ensures you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

This Privacy Policy was last updated on April 2018