

R290 High Temperature Heat Pump Pilot

Information Leaflet, Privacy Notice and Consent Form

1. What Is the High Temperature Heat Pump Pilot?

The Sustainable Energy Authority of Ireland (SEAI) is conducting a research pilot to better understand how R290 high temperature heat pumps (HTHP) perform in the domestic environment during the year.

The goal is to evaluate the seasonal performance impact of running R290 heat pumps at higher flow temperatures during periods when heat demand is greatest. This pilot will provide SEAI with the evidence needed to set practical standards for future installations and promote wider adoption of cost-effective solutions.

By participating in this pilot, your home becomes part of a national effort to:

- Improve energy efficiency and reduce carbon emissions.
- Support Ireland's Climate Action Plan goals to retrofit 500,000 homes and install 400,000 heat pumps by 2030.
- Gather real-world evidence on how R290 high temperature heat pumps perform in homes with varying insulation levels while operating at high temperatures.
- Inform future SEAI grant schemes and technical standards.

This Leaflet is intended to help you understand what Personal Data will be collected, why it is being collected, what it will be used for and who it will be shared with. This is in accordance with the General Data Protection Regulation (GDPR).

The GDPR is a law introduced by the European Union to give individuals more control over how their personal data is collected, used, stored, and shared. It applies to any organisation that processes personal data of individuals located in the EU or EEA, regardless of where the organisation is based.

When we talk about "Personal Data" in this Leaflet, we mean any information relating to you, either directly or indirectly.

This leaflet outlines:

- What personal data SEAI collects and processes as part of this research pilot
- The purposes for processing
- Who data may be shared with

- How long data will be retained for
 - How it is kept secure
 - Your data protection rights and how to exercise them
 - How to contact SEAI's Data Protection Officer
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2. Who is responsible for your Personal Data

SEAI is responsible for your information. This Leaflet applies to SEAI, a public authority established under the Sustainable Energy Act 2002, located at 3 Park Place, Hatch Street Upper, Dublin, D02 FX65.

The use of “we”, “us”, “our” and “ours” in this Leaflet refer to SEAI. For more information about us, please see our About webpage:

<https://www.seai.ie/about/>

If you want to get in touch and seek to exercise your rights as described below, please contact us at:

dataprotection@seai.ie

3. What Personal Data will be processed?

- Name
- Address
- Eircode
- Email
- Phone
- MPRN
- GPRN
- Building Energy Rating (BER) Data
- Energy Data regarding heat pump performance
- Utility bills
- Heating behaviours
- Household occupancy numbers
- Age bands

- Weekday and weekend occupancy levels
 - Heating patterns when away from home
 - Frequency away from home
 - Winter heating patterns when homes are occupied and unoccupied
 - Comfort level after home energy upgrade works
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4. How will the Data be collected

Manufacturer's Heat Pump data

The heat pump operational and energy performance data (at a minimum of 15-minute intervals) collected in the manufacturer's cloud-based data platform will be transferred to SEAI via a secure transfer process.

Please note: for heat pumps from some manufacturers, a technician may need to visit your home to retrieve the system data from the heat pump.

BER Data from SEAI

Will be used in the pilot as it provides information on your home typology, building fabric details, ventilation, and heat loss characteristics.

Household Heating Consumption and Expenditure Survey

This survey will help understand household heating consumption and expenditure including fuel usage, heating behaviours, and sociodemographic factors.

Electricity or Gas Meters

Historical electricity and gas consumption data (where relevant) will be used to identify any changes in energy usage post installation.

5. Purposes for processing your Personal Data

Our primary purpose for processing personal data as part of this pilot is to support research activities.

6. Legal Basis for processing your Personal Data

Under the GDPR, SEAI must always have a legal basis for processing personal data. SEAI relies on the following legal basis to collect, use, share, and otherwise process your personal data for the purposes outlined in this leaflet:

The personal data being processed as part of this pilot is being done on the consent of the participants. Consent can be revoked at any time by contacting:
dataprotection@seai.ie

7. Who we share your Personal Data with

Following completion of the pilot, SEAI may share anonymised pilot data with third-party researchers. Any personal data will be fully anonymised before disclosure.

8. How long do we store Personal Data for? (Data Retention)

For this R290 HTHP pilot, personal data will be retained for two winter seasons post installation not extending past April 2028. After this date, all personal data will be anonymised.

To determine the appropriate retention period for personal data, we consider:

- The amount, nature, and sensitivity of the personal data
- The potential risk of harm from unauthorised use or disclosure
- The purposes for which we process the data
- Whether those purposes can be achieved through other means
- Applicable legal requirements
- Relevant regulatory guidance

All data is held in line with the SEAI data retention policy.

9. How do we keep your Personal Data secure?

SEAI takes all reasonable steps (including appropriate organisational and technical measures) to protect your personal data.

- We keep our computer systems, files and buildings secure by following legal requirements and European and International security guidance.
- We make sure that our staff, and anyone with access to personal data that we are responsible for, are fully trained on how to protect personal data.
- We ensure that our processes clearly identify the requirements for managing personal data and that they are up to date.

- We regularly audit our systems and processes to ensure that we remain compliant with these policies and legal obligations.
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10. Your Rights as a Data Subject

Under the GDPR, you have the following rights:

- The right to be informed about our collection and use of your personal data.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if inaccurate or incomplete.
- The right to be forgotten (request deletion).
- The right to restrict the processing of your personal data.
- The right to object to processing.
- The right to withdraw your consent.
- The right to data portability.
- The right not to be subject to automated decision-making, including profiling.
- The right to make a complaint to the supervisory authority.

These rights are not absolute and may only be exercisable in certain circumstances and/or may be restricted where permitted by legislation.

If you are unhappy with the outcome of your request to exercise your rights in relation to your personal data, you can make a complaint to SEAI. Additionally, you also have the right to make a complaint to the Data Protection Commission directly.

To exercise any of your rights

To exercise any of your rights or seek details regarding how to make a complaint, please see the contact details outlined in the final section of this notice (**Contacting us, making a complaint or submitting feedback**).

11. How can I access my Personal Data?

If you wish to access your personal data that SEAI holds, an access request may be made through various channels, including by email, phone, post or in person. Requests made in writing can be sent to the relevant email or postal address shown in the final section of this notice (**Contacting us, making a complaint or submitting feedback**).

When making a request to access your personal data, please provide sufficient information to allow SEAI to locate the data held about you. Before disclosing any personal information to you, SEAI may require you to verify your identity.

We aim to provide a complete response, including a copy of your personal data, within one month from the date of receipt of your request. In some cases, particularly if your request is more complex, more time may be required, up to a maximum of three months from the date we receive your request. You will be informed if an extension is required.

12. Contacting us, making a complaint or submitting feedback

We hope that you have found this privacy notice useful. To provide feedback in relation to any aspect of how SEAI has handled your personal information, to exercise your rights, ask questions and/or if you would like to make a complaint, you can contact our data protection office by post, email or phone through the contact details below.

Data Protection Officer

Sustainable Energy Authority of Ireland 3 Park Place Hatch Street Upper Dublin 2 D02 FX65

Email: dataprotection@seai.ie **Phone:** +353 1 808 2100

Confirmation and Consent

1. Confirmation

I hereby confirm that I have read and understood the information in this R290 High Temperature Heat Pump Pilot – Information Leaflet and Privacy Notice. I understand the purpose of the Pilot, what personal data will be collected and processed, the purposes for processing this personal data, who it will be shared with, how long the personal data will be retained for, how it will be kept secure, what my rights are, how I can exercise them and how I can contact SEAI's Data Protection Office (DPO).

2. Consent

By participating in this pilot, you are consenting to the collection and use of the following data.

2.1 Manufacturer's Heat Pump data

The heat pump operational and energy performance data (at a minimum of 15-minute intervals) collected in the manufacturer's cloud-based data platform will be transferred to SEAI via a secure transfer process.

2.2 BER Data from SEAI

Will be used in the pilot as it provides information on your home typology, building fabric details, ventilation, and heat loss characteristics.

2.3 Household Heating Consumption and Expenditure Survey

This survey will help understand household heating consumption and expenditure including fuel usage, heating behaviours, and sociodemographic factors.

2.4 Electricity or Gas Meters

Historical electricity and gas consumption data (where relevant) will be used to identify any changes in energy usage post installation.

3. Withdrawing Consent

I understand that I have the right to withdraw my consent for future data collection at any time by contacting **dataprotection@seai.ie**, though data collected up to that point may still be used in line with the research objectives.

4. Signature

Homeowner Name

Homeowner Signature

Date

Works ID