

1 Overview.

- 1.1 This policy applies to personal information we hold about individuals, sole traders and partnerships. It does not apply to information we hold about companies and other organisations.
- 1.2 ⚡ is a trading name of ⚡ (Gas & Electricity) Ltd. (Company number 08520118) 'We' is ⚡ (Gas & Electricity) Ltd. We believe it is important to protect your privacy; we are committed to giving you a personalised service that meets your needs in a way that also protects that privacy.
- 1.3 This policy explains how we may collect information about you and then use it to meet your needs. It also explains some of the security measures we take to protect your privacy, and tells you what we will not do.
- 1.4 When we first obtain personal information from you, or when you take a new service or product from us, we will give you the opportunity to tell us if you do not want to receive information from us about other services or products. You can normally do this by ticking a box on an application form or contract. You may change your mind at any time by writing to us at the address below.

2 Using personal information.

- 2.1 We and our agents may use your information to:
 - ï Provide you with the services you have asked for.
 - ï Offer you loyalty and incentive schemes we may run from time to time.
 - ï Help us run and improve the way we run any accounts, services and products which we have provided before or may provide in the future.
 - ï Help train our staff.
 - ï Create profiles and create marketing opportunities (including using information) about what you buy from us and how you pay for it.
 - ï Create statistics, test computer systems and analyse customer information.
 - ï Help prevent and detect debt, fraud and loss.
 - ï Contact you in any way (including by post, email, phone, text or multimedia message or other forms of electronic communications) about products and services we and our selected partners are offering.
 - ï Offer you loyalty and incentive schemes we may run from time to time.

3 When We Contact You.

- 3.1 We may monitor and record any communications we have with you, including phone conversations and emails, to make sure we are providing a good service, meeting our regulatory and legal responsibilities.
- 3.2 When we contact you, we may use any information we hold about you to do so. We may contact you by post, email, phone, text message, other forms of electronic communications or by

visiting you personally. If we are contacting you to tell you about any offers, as far as possible, will do so in line with how you have told us you would prefer to receive marketing information. You can ask us not to send you any information on our offers at any time by writing to us and giving us your account details.

4 Disclosure and Use of Information.

- 4.1 We may allow other people and organisations to use information we hold about you:
 - ï to provide services you have asked for, which may include providing information to members of your family or household, anyone acting on your behalf or other people who may be interested (such as landlords or letting agents);
 - ï if we have been asked (for example by Ofgem or a lawyer) to provide information for legal or regulatory purposes;
 - ï to help to prevent and detect debt, fraud, or loss (for example by giving this information to a credit-reference and/or fraud-prevention agencies)
 - ï if you do not pay your debt, we may transfer your debt to another organisation and give them details about you and that debt;
 - ï as part of current or future legal action;
 - ï as part of government data-sharing initiatives, for example, those designed to help stop fuel poverty (where people cannot afford to pay for heating and electricity);
 - ï to help manage any loyalty or rewards schemes;
- 4.2 You agree that we can ask your previous supplier for information that will allow us to take over your supply, such as information about meter readings and equipment or charges you owe your previous supplier. You agree that we can provide information we hold about you (such as information about meter readings, equipment or money you owe us) to your new supplier so they can begin supplying your gas and electricity.
- 4.3 If we believe that you (or a member of your household) need extra care (for example, because of your age, health, disability or financial circumstances), we may record this in the information we hold about you. We will use this information so that we do not stop your supply. We may share your information with:
 - ï social services, charities, healthcare and other support organisations, if we believe at any time that they may be able to help you, or the other members of your household, by making sure there is a gas or electricity supply to your home;
 - ï changing supplier (we assess which customers need extra care and record and share this information in line with the Energy Retail Association 'safety net procedures'); and
 - ï the relevant gas transporter, metering agents or network operator.
- 4.4 We and other organisations may also access and use information about you that credit-reference and fraud-prevention agencies give us to, for example:
 - ï check details on applications you make for credit and credit-related services;

- check your identity;
- prevent and detect fraud and money laundering;
- manage credit and credit-related accounts or services;
- recover debt;
- check details on proposals and claims for all types of insurance; and
- check details of employees and people applying for jobs with us.

4.5 If we suspect someone has committed fraud or stolen energy by tampering or with the meter or diverting the energy supply, we will record these details on your account record and may share this information with Ofgem and other interested parties. We may use this information to make decisions about you, your character, how likely we think you are to pay for your gas or electricity (or both) and future energy services. This may include recording sensitive personal information such as criminal offences you have been accused of. Also if the gas or electricity supply to your property has previously been tampered with or if gas or electricity has been stolen, or we suspect it has been stolen, we may take this into account when we decide what products or services we can offer you and the terms and conditions we give you.

4.6 If you give us false or inaccurate information and we suspect fraud, we will pass your details to credit-reference and fraud-prevention agencies. Law-enforcement agencies (such as the police and HM Revenue & Customs) may receive and use this information.

4.7 If you give us information on behalf of someone else, you confirm you have given them the information set out in this document, and that they have given permission for us to use their personal information in the way we have described in this document. If you give us sensitive information about yourself or other people (such as health details or details of any criminal convictions of members of your household), you agree (and confirm that the person the information is about has agreed) that we can use this information in the way set out in this document.

5 Information Regarding Credit Reference Agencies.

5.1 When credit-reference agencies receive a search from us, they will record this on your credit file whether your application is successful or not.

5.2 We will send information on your account to credit reference agencies and they will record it. If you have an account with us, we will give details of it and how you manage it to credit reference agencies. If you have an account and do not repay money you owe in full or on time, credit reference agencies will record this debt. They may give this information to other organisations and fraud prevention agencies to carry out similar checks, find out where you are and deal with any money you owe. The credit reference agencies keep records for six years after your account has been closed, you have paid the final debt or action has been taken against you to recover the debt.

5.3 We and other organisations may access and use, from other countries, information recorded by fraud-prevention agencies.

5.4 You are entitled to have a copy of the information we hold on you and to have any inaccurate information corrected. We may charge a small fee for providing a copy of any information we hold about you.

6 Protecting information.

6.1 We have strict security measures to protect personal information. This includes following certain procedures (for example, checking your identity) when you phone us.

7 The Internet.

7.1 If you communicate with us using the internet, we may occasionally e-mail you about our services and products. When you first give us personal information through our website, we will normally give you the opportunity to say whether you would prefer us not to contact you by e-mail. However, you can always send us an e-mail (at the address set out below) at any time if you change your mind.

7.2 Please remember that communications over the Internet are not secure unless they have been encrypted. Your communications may go through a number of countries before they are delivered - this is the nature of the Internet. We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

7.3 We may use 'cookies' to monitor how people use our site. This helps us to understand how our customers and potential customers use our website so we can develop and improve the design, layout and function of the sites. A cookie is a piece of information that is stored on your computer's hard drive which records how you have used a website. This means that when you go back to that website, it can give you tailored options based on the information it has stored about your last visit. You can normally alter the settings of your browser to prevent it from accepting cookies.

7.4 If you do not want us to use cookies in your browser, you can set your browser to reject cookies or to tell you when a website tries to put a cookie on your computer. However, you may not be able to use some of the products or services on our website without cookies.

8 Links.

8.1 Our website may contain links to other sites or recommended suppliers. Please remember that we are not responsible for the privacy practices of these other sites. Our privacy policy applies only to information collected on the our website.

9 Additional Information.

9.1 If you would like any more information, please either write to our Data Protection Manager at, E, T3, Trinity Park, Bickenhill Lane, Birmingham, B37 7ES.

Or email us at customerservice@e.org

9.2 We may amend this policy from time to time, in which case we will publish the amended version on our website.