

Privacy Information Notice



Utilita Energy is committed to the operation of fair processing in relation to the collection and use of personal information. This Privacy Information Notice explains how we will collect and use your personal information and is in addition to our Utilita Energy Terms and Conditions which can be found at business.utilita.co.uk/terms

Utilita Energy Limited is the controller in respect of personal information used in connection with the supply of services and associated services. If you have any questions or concerns in relation to this Privacy Information Notice you can contact our Data Protection Officer at DPO@utilita.co.uk or write to us at **Utilita Energy, Hutwood Court, Bournemouth Road, Chandlers Ford, Eastleigh, SO53 3QB.**

We may process personal information about you whether you are an existing customer, or you have become a customer under a deemed contract, and we will continue to process personal information following termination of the supply contract.

1 WHAT INFORMATION WE MAY COLLECT AND HOW WE WILL USE IT

- 1.1. We collect information about you from a number of different sources including from you directly and from third parties. As a business customer the majority of this information that we will collect and process to manage your account with us will relate to your business. As the owner of your business we may also need to collect and process information about you and any co-owners.
- 1.2. We will ask for personal information as part of your application alongside information about your business. We may collect:
 - 1.2.1. Information from third parties including Brokers, credit referencing agencies, fraud prevention agencies, or Local authorities;
 - 1.2.2. Information made manifestly public by yourself via third party agencies or data aggregators;
 - 1.2.3. Information from your previous supplier as part of the switching process.
- 1.3. We use this information to identify you, to provide the services set out in our Terms and Conditions, to administer your account with us, to resolve issues with your account and our service, to monitor and review our services with a view to make improvements as required by our licence.
- 1.4. We may collect and process information relating to vulnerabilities or health related problems where it is relevant for our services. We will only collect and use this information with your explicit consent. Where you are supplying this information on behalf of people who work for you and your business or your service users you must ensure that you have appropriate approval to provide this information to us.
- 1.5. For a list of the types of data we will collect from the above sources please see the table at the end of this notice.
- 1.6. We may share your information with:
 - 1.6.1. Our third-party contractors to provide our services.
 - 1.6.2. Third parties to trace your identity or location and chase any debts on the account.
 - 1.6.3. Third party agencies to manage any extra care we may offer if you require it due to vulnerability or health problems.
 - 1.6.4. A third party you have nominated to represent you (where you have informed us they will be dealing with your account)
 - 1.6.5. Relevant industry partners including the Theft Risk Assessment Services (to support detection and prevention of fraud and energy theft) or government departments and agencies to comply with regulation and relevant schemes.

2 OUR LEGAL BASES FOR COLLECTING AND PROCESSING YOUR PERSONAL DATA

- 2.1. Our legal basis for collecting personal data from business users is to be able to deliver the services to your business as set out in your terms and conditions of supply. ('Contract')
- 2.2. We will only collect sensitive personal information if you have explicitly consented to us collecting this information. This consent will be collected by us when you disclose your sensitive personal information to us. ('Consent') Where you are providing sensitive personal data about another person who works for you or is a service user, the business is responsible for ensuring that you have appropriate authority and permission to provide this information to us, and to pass on details about how we will use this information.
- 2.3. We also collect information about you, and our services for our legitimate business interest in monitoring and improving our services. ('Legitimate Interest')
- 2.4. From time to time we may be required by applicable law to disclose your personal information to government and regulators. ('Legal Obligation')

3 KEEPING IN TOUCH WITH YOU

- 3.1. We may use your personal information to send you service related messages by letter, email, text message, or phone. We will contact you with information by electronic means unless you have told us this is not suitable for your needs.
- 3.2. We will send your business marketing material from Utilita Energy Limited. This may be directed to an individual. You can opt out of receiving marketing at any time by contacting us directly or selecting unsubscribe on any of the marketing materials that we send you via electronic means.

4 HOW WE LOOK AFTER YOUR INFORMATION

- 4.1. Information we hold about you is stored on secure servers that are protected from external access using best practice in information technology. Staff access our systems by individual password protected schemes, which limit access to personal data to those who need to use it to provide our services.
- 4.2. Your information will be retained in these systems for as long as the business is a customer of Utilita Energy and then for a time after leaving our services. Personal data about an individual may be processed alongside the business account information after the individual has stopped working for that business.

5 YOUR RIGHTS

- 5.1. Individuals have protection under the relevant data protection laws including the following rights:
 - 5.1.1. The right to request access to your own personal information;
 - 5.1.2. The right to ask us not to process your personal data for direct marketing;
 - 5.1.3. The right to request any inaccurate information we hold about you is corrected;
 - 5.1.4. The right to request your information is deleted in certain circumstances
 - 5.1.5. A right to request that we stop using your personal information for certain purposes;
 - 5.1.6. To request that decisions are not taken by wholly automated means.
- 5.2. These rights may be limited to certain defined circumstances and we may not be able to comply with your request. If you request to exercise these rights, we aim to respond to you within one month. We will not charge a fee for dealing with your request. If you wish to exercise these rights, please write to our Data Protection Officer using the details above.
- 5.3. These rights do not apply to information that we process about the business, and only apply to the extent that we are processing personal information about an individual.
- 5.4. To find out more about your rights please visit the Information Commissioners Office website ico.org.uk/your-data-matters

6 WHERE TO COMPLAIN IF UNHAPPY

- 6.1. If you are unhappy with the way we handle your personal information, please contact our Data Protection Officer at DPO@utilita.co.k. We will try to address your concerns. You can also complain to the Information Commissioners Office which is the relevant regulatory body, but they may not accept your complaint if you have not tried to resolve it with us first.

7 CHANGES TO THIS PRIVACY INFORMATION NOTICE

- 7.1. Any changes we make to our Privacy Information Notice will be posted online or included in communications to you from time to time.
- 7.2. The following table provides a summary of how Utilita Energy collects and shares your personal information.

Where we collect your information	What we usually collect ('Where applicable')
During your application and throughout the application process	Contact details such as name, business address, and email. We may also require a personal address an owner of the business
	Name, location and other business information such as SIC code and company type
	Information relating to your supply, such as MPAN/MPRN and meter asset data
	Payment details, bank or payment card details, registration details as needed
Throughout your use of the services	If you use any of our other prepayment or top up online payment facilities
	Credit scores/ checks made against your business
	When you complete a form on our website or contact us by phone or email
	Information from your smart meter such as frequent meter readings

Get in touch

Email us at businessenergy@utilita.co.uk

Call us on **03330 156 662**

business.utilita.co.uk