

# UKB Privacy Notice

## British Gas and Your Personal Data: Business Customers, Smart Export Guarantee & Feed-in Tariff

### Scheme Customers

For our business energy services and connection and metering services such as smart meters, the data controller is British Gas Trading Limited.

For any appliance installations (including any warranty services provided from time to time) and for any financing related products, the data controller is British Gas New Heating Limited.

For any appliance service, maintenance plans or gas safety checks, the data controller is British Gas Services (Commercial) Limited.

These are collectively referred to as the "Services".

Where we are your Feed-In Tariff or Smart Export Guarantee licensee, the data controller is British Gas Trading Limited.

This is our privacy notice for the Services and our Feed-in Tariff and Smart Export Guarantee schemes. It explains your statutory rights and how we collect and use your personal data. It describes the processing activities that are carried out by British Gas in relation to the Services and the

### 1. Personal data we collect

We collect the following types of personal data:

- **Contact details of people associated with a business account or connected with a business property:** information that allows us to contact someone directly such as name, email address, telephone number and addresses associated with a business account or order (whether those details are "business" or "personal" details), or connected with a business property (such as landlord or tenant).
- **Audio and video recordings, and contemporaneous notes:** records of site visits by our revenue protection and field operations teams.
- **Responses to surveys:** we keep records of any survey responses.
- **Records of discussions with our customer support teams, including call recordings, webchat and emails:** when someone shares comments and opinions with us, asks us questions or makes a complaint, we will keep a record of this. This includes when someone sends us emails, phones our support team or contacts us via webchat or through social media such as through Twitter or on Facebook.
- **How you use mobile applications and websites:** we use technology such as cookies (subject to your cookie preferences) when you use our applications or websites, as well as our pages and profiles on social media sites, and we collect information about the pages you look at and how you use them.

Feed-in Tariff & Smart Export Guarantee scheme, the purposes for which these activities are performed and the legal bases that British Gas relies upon for these processing activities.

This notice applies to personal data we hold about individuals (such as company directors, or contacts on business accounts), including sole traders and partners. It does not apply to information which we hold about companies and other legal organisations.

We may update this privacy notice from time to time to ensure it is always up to date and accurate. Any changes we may make to our privacy notice will be posted on this page, and we will communicate any significant changes to you.

You can contact Centrica's data protection officer by writing to The Data Protection Officer, Centrica Plc, Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.

You can also contact our data protection officer at [privacy@centrica.com](mailto:privacy@centrica.com).

- **Location information:** your smartphone or computer's IP address may tell us an approximate location when you connect to our websites, but this will be no more precise than the city, state or country you are using your device in.
- **Device and machine information:** information about the computer hardware and software on your computers and smartphones that is used to connect or communicate with us.
- **Exercising your rights:** if you exercise any of your statutory rights under data protection law, we will keep a record of this and how we respond.
- **Advertising and direct marketing preferences and responses:** information about how you respond, or interact with, any direct marketing or advertising communications directed to you, including any requests for these communications to stop.

We collect the following types of personal data from sole traders and partners in a partnership:

- **Anti-fraud information:** where you purchase insurance products and services from us, we will carry out anti-fraud checks.
- **Business account information:** information about business accounts with British Gas including login details for our websites and mobile applications, unique account number, unique customer identification, contract details, job details (e.g. boiler repairs), property type, insurance policy details, premises details, previous supplier,

proposed new supplier, meter and gas point numbers, meter details, energy consumption, tariff details, marketing preferences, repairs and service history, claims history, complaints details, incident details, and dispatch appointment details.

- **Loyalty programme:** information about your loyalty programme, including which rewards you choose.
- **Transaction and payment information:** credit/debit card details and bank account details you provide to make payment for the products and services you and your business purchase from us.
- **Purchase and account history:** records relating to the products and services which you and your business have purchased or used from us or other companies in the Centrica group.
- **Financial information:** information that allows us to understand creditworthiness and financial position.
- **Lifestyle and demographic insight information:** how you use our services and your connected devices such as Hive and information we receive from devices such as Hive Leak Sensor.
- **Vulnerability information:** information that allows us to understand whether you are a vulnerable person including health, disability and other information which

## 2. What we use your personal data for and why

**Where we process your personal data because of our relationship with you or your business (either to enter into or perform contract, or for our legitimate interests)**

We process these items of your personal data to enter or fulfil the contract between us, or between us and your business, either for the lawful basis of entering or performing our contract with you, or for our legitimate interests in the context of:

Reason or purpose	Personal data used in connection with accounts held by sole traders and partnerships, to enter or fulfil the contract between us	Personal data used in connection with accounts held by limited companies, on the basis of legitimate interests	Personal data used (Feed-in Tariff & Smart Export Guarantee customers)
Provide our services to you or your business (including making payments to you or your business) and maintain your business account (including for pricing, quality assurance purposes, and handling any complaints you might make)	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee scheme customers</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Purchase and account history</li> </ul>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1</li> </ul>
Take payment for our products and services, and debt recovery and collection	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Transaction and payment information</li> <li>• Purchase and account history</li> <li>• Location information</li> <li>• Device Information</li> <li>• Vulnerability information</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Audio and video recordings, and contemporaneous notes</li> <li>• Device Information</li> <li>• Vulnerability information</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

could indicate that you, your family members, tenants or where there is shared supply between your premises and residential premises require extra care.

We collect the following additional types of personal data from our Feed-in Tariff & Smart Export Guarantee scheme customers:

- **Account information and details of other people linked to a business account:** information about accounts with British Gas including unique account number, unique customer identification, contract details, energy efficiency rating, property type, nominees, executors, or people with a power of attorney and their details, premises details, meter details, energy pattern, marketing preferences, complaints details, incident details, dispatch appointment details, and notes added to an account.
- **Energy generation and export information:** information about the energy from generating equipment.
- **Payment Information:** information about payments made.

You are not required to provide to us any of the personal data described above. However, if you do not do so, you may not be able to purchase our products and services, or their functionality may be reduced.

Perform credit (and anti-fraud) checks. (The three main credit reference agencies (Callcredit/ TransUnion, Equifax and Experian) have produced a <a href="#">notice</a> which sets out how they process personal data.)	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Financial information</li> <li>• Transaction and payment information</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
To deliver service communications (such as bills), and tailoring those communications to your circumstances	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Your account and transaction history</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> </ul>	<ul style="list-style-type: none"> <li>• Your contact details and the contact details of people associated with your account</li> <li>• Energy generation and export information</li> </ul>
Connecting your meter to the energy network	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Providing industry flows to ensure you are charged the right amount for your energy supply	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Showing you your energy consumption	<ul style="list-style-type: none"> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Showing you your energy generation and export information	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Your contact details and the contact details of people associated with your account</li> <li>• Energy generation and export information</li> </ul>
Answer your complaints or questions	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to deal with your complaint, which will depend on the nature of your complaint and your contact preferences</li> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Transaction and payment information</li> <li>• Purchase and account history</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to deal with your complaint, which will depend on the nature of your complaint and your contact preferences</li> <li>• Your contact details and the contact details of people associated with your account</li> <li>• Account information and details of other people linked to your account</li> <li>• Energy generation and export information</li> <li>• Payment information</li> </ul>
Investigating misuse of your account, crime and fraud	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to investigate the issue, which will depend on the nature of the problem</li> <li>• At a minimum, this will include your name and contact details and information about your account and transaction history</li> </ul>	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to investigate the issue, which will depend on the nature of the problem</li> <li>• At a minimum, this will include your name and contact details and information about a business account</li> </ul>	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to investigate the issue, which will depend on the nature of the problem</li> <li>• At a minimum, this will include your name and contact details and information about your business account and transaction history</li> </ul>
Installing, servicing, altering and repairing	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Deliver products to you, e.g. Hive or Hive Leak Sensor devices	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

We process these items of your personal data because we have a legal obligation to, including:

Reason or purpose	Personal data used (Sole traders and partnerships)	Personal data used (Limited companies)	Personal data used (Feed-in Tariff & Smart Export Guarantee customers)
Attending to emergency situations (including gas leaks)	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Vulnerability information</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Account information and details of other people linked to your account</li> </ul>
Raising awareness of smart meters	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Comply with data protection legislation	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1</li> </ul>
Internal and statutory audits	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> </ul>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1</li> </ul>
Look after vulnerable customers	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Vulnerability information</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Investigating misuse of your account, crime and fraud	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to investigate the issue, which will depend on the nature of the problem.</li> <li>• At a minimum, this will include your name and contact information and information about your account and transaction history.</li> </ul>	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to investigate the issue, which will depend on the nature of the problem.</li> <li>• At a minimum, this will include your name and contact information and information about your account and transaction history.</li> </ul>	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to investigate the issue, which will depend on the nature of the problem.</li> <li>• At a minimum, this will include your name and contact information and information about your account and transaction history.</li> </ul>
Assist law enforcement agencies, and other public authorities	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to investigate the issue, which will depend on the nature of the problem.</li> <li>• At a minimum, this will include your name and contact information and information about your account and transaction history.</li> </ul>	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to investigate the issue, which will depend on the nature of the problem.</li> <li>• At a minimum, this will include your name and contact information and information about your account and transaction history.</li> </ul>	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to investigate the issue, which will depend on the nature of the problem.</li> <li>• At a minimum, this will include your name and contact information and information about your account and transaction history.</li> </ul>
Comply with OFGEM obligations (including providing information to OFGEM's Feed-in Tariff Register), licence conditions, and legal obligations relating to energy supply	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Transaction and payment information</li> <li>• Anti-fraud information</li> <li>• Records of your discussions with our customer support teams</li> <li>• Audio and video recordings, and contemporaneous notes</li> <li>• How you use mobile applications and websites</li> <li>• Exercising of your rights</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> </ul>	<ul style="list-style-type: none"> <li>• Your contact details and the contact details of people associated with your account</li> <li>• Account information and details of other people linked to your account</li> <li>• Energy generation and export information</li> <li>• Payment information</li> <li>• Records of your discussions with our customer support teams</li> </ul>

Where we process your personal data because we have a legitimate interest to

We process these items of your personal data because we have a legitimate interest to do so. We process the following categories of personal data, including:

Reason or purpose	Personal data used (Sole traders and partnerships)	Personal data used (Limited companies)	Personal data used (Feed-in Tariff & Smart Export Guarantee customers)
Maintain and improve our products and services, e.g. optimise business processes, quality assurance purposes, support efficient management of our staff, analyse performance of webpages and provide relevant content to you	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Audio and video recordings, and contemporaneous notes</li> </ul>	<ul style="list-style-type: none"> <li>• Your contact details and the contact details of people associated with your account</li> <li>• Account information and details of other people linked to your account</li> <li>• Energy generation and export information</li> <li>• Lifestyle and demographic insight information</li> <li>• How you use our websites</li> <li>• Location information</li> <li>• Device and machine information</li> <li>• Advertising and direct marketing preferences and responses</li> </ul>
Develop new products and services. For example, smart meters and connected devices	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Purchase and account history</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Your contact details and the contact details of people associated with your account</li> <li>• Account information and details of other people linked to your account</li> <li>• Payment information</li> </ul>
Maintain accuracy and relevance of your data	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1</li> </ul>
Direct marketing. If you have not specifically consented to receive direct marketing, we will only send you direct marketing materials where we are allowed to by law. However, we will never send you direct marketing where you have opted out of receiving direct marketing communications	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• How you use mobile applications and websites</li> <li>• Advertising and direct marketing</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• How you use mobile applications and websites</li> <li>• Advertising and direct marketing</li> </ul>	<ul style="list-style-type: none"> <li>• Your contact details and the contact details of people associated with your account</li> <li>• Account information and details of other people linked to your account</li> <li>• Advertising and direct marketing preferences and responses</li> </ul>
Protection of our staff	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1</li> </ul>
Staff training	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1</li> </ul>
For the establishment, exercise or defence of legal claims	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1</li> </ul>

Reason or purpose	Personal data used (Sole traders and partnerships)	Personal data used (Limited companies)	Personal data used (Feed-in Tariff & Smart Export Guarantee customers)
For market research or analytical purposes, e.g. to understand how you use our products and services or how we might improve them	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Transaction and payment information</li> <li>• Purchase and account history</li> <li>• Lifestyle and demographic insight information</li> <li>• Responses to surveys</li> <li>• How you use mobile applications and websites</li> <li>• Device and machine information</li> <li>• Advertising and Direct Marketing</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> </ul>	<ul style="list-style-type: none"> <li>• Your contact details and the contact details of people associated with your account</li> <li>• Account information and details of other people linked to your account</li> <li>• Energy generation and export information</li> <li>• Payment information</li> <li>• Lifestyle and demographic insight information</li> <li>• Responses to surveys, competitions and promotions</li> <li>• How you use our websites</li> <li>• Device and machine information</li> <li>• Advertising and direct marketing preferences and responses</li> </ul>
Assess which of our products and services that may be of interest to you, e.g. to understand regional demographics and take up, tailor offers and recommendations to customers' needs and reward loyal customers. This includes matching your data with data we obtain from other companies, for example so that we do not advertise to you about a third-party product or service that you already have	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Transaction and payment information</li> <li>• Purchase and account history</li> <li>• Lifestyle and demographic insight information</li> <li>• Advertising and Direct Marketing</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> </ul>	<ul style="list-style-type: none"> <li>• Your contact details and the contact details of people associated with your account</li> <li>• Account information and details of other people linked to your account</li> <li>• Energy generation and export information</li> <li>• Payment information</li> <li>• Lifestyle and demographic insight information</li> <li>• Advertising and direct marketing preferences and responses</li> </ul>
Management information reporting	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> <li>• Business account information</li> <li>• Transaction and payment information</li> </ul>	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> </ul>	<ul style="list-style-type: none"> <li>• Your contact details and the contact details of people associated with your account</li> <li>• Account information and details of other people linked to your account</li> <li>• Payment information</li> <li>• How you use our websites</li> <li>• Location information</li> <li>• Device and machine information</li> </ul>
Assist law enforcement agencies, and other public authorities	<ul style="list-style-type: none"> <li>• The personal data processed for this purpose would depend on the scope of the enquiry and will be limited to what is necessary to achieve the purpose of the request</li> </ul>	<ul style="list-style-type: none"> <li>• The personal data processed for this purpose would depend on the scope of the enquiry and will be limited to what is necessary to achieve the purpose of the request</li> </ul>	<ul style="list-style-type: none"> <li>• The personal data processed for this purpose would depend on the scope of the enquiry and will be limited to what is necessary to achieve the purpose of the request</li> </ul>
Pricing, forecasting and modelling	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Export Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 1 – except information specific to Feed-in Tariff &amp; Smart Energy Guarantee customers</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Enrich and update your contact details	<ul style="list-style-type: none"> <li>• Contact details of people associated with a business account</li> </ul>	<ul style="list-style-type: none"> <li>• Business account information</li> <li>• Contact details of people associated with a business account</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

Reason or purpose	Personal data used (Sole traders and partnerships)	Personal data used (Limited companies)	Personal data used (Feed-in Tariff & Smart Export Guarantee customers)
Debt recovery and collection relating to current and former customers	<ul style="list-style-type: none"> <li>Your contact details and the contact details of people associated with your account</li> <li>Account information and details of other people linked to your account</li> <li>Financial information</li> <li>Transaction and payment information</li> <li>Delivery information</li> <li>Purchase and account history</li> <li>Audio and video recordings, and contemporaneous notes</li> </ul>	<ul style="list-style-type: none"> <li>Contact details of people associated with a business account</li> <li>Business account information</li> <li>Audio and video recordings, and contemporaneous notes</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Transfer from a potential seller of all or part of their business or operations, including due diligence purposes before sale. This also includes ensuring continuity of energy supply where we acquire your personal data from another supplier as a result of a sale	<p>Information about you linked to your business account with your current/previous energy supplier, including</p> <ul style="list-style-type: none"> <li>Contact details of people associated with a business account</li> <li>Business account information</li> <li>Transaction and payment information</li> <li>Purchase and account history</li> <li>Financial information</li> </ul>	<p>Information linked to the business account with your current/previous energy supplier:</p> <ul style="list-style-type: none"> <li>Contact details of people associated with a business account with your current/previous energy supplier</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Carrying out welfare and customer resolution visits, including evidencing compliance with Ofgem's code of practice	<ul style="list-style-type: none"> <li>Your contact details and the contact details of people associated with your account</li> <li>Account information and details of other people linked to your account</li> <li>Financial information</li> <li>Transaction and payment information</li> <li>Delivery information</li> <li>Purchase and account history</li> <li>Audio and video recordings, and contemporaneous notes</li> </ul>	<ul style="list-style-type: none"> <li>Your contact details and the contact details of people associated with your account</li> <li>Account information and details of other people linked to your account</li> <li>Financial information</li> <li>Transaction and payment information</li> <li>Delivery information</li> <li>Purchase and account history</li> <li>Audio and video recordings, and contemporaneous notes</li> </ul>	

## Where we process your personal data because you have allowed us to

We process items of your personal data when you have provided your consent to do so. You may revoke your consent at any point:

Reason or purpose	Personal data used (Sole traders and partnerships)	Personal data used (Limited companies)	Personal data used (Feed-in Tariff & Smart Export Guarantee customers)
Providing you with additional services (such as Online Account Management)	<ul style="list-style-type: none"> <li>Contact details of people associated with a business account</li> <li>Location information</li> </ul>	<ul style="list-style-type: none"> <li>Contact details of people associated with a business account</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Loyalty and rewards schemes	<ul style="list-style-type: none"> <li>Contact details of people associated with a business account</li> <li>Business account information</li> <li>Purchase and account history</li> <li>Loyalty programme</li> <li>Advertising and direct marketing</li> </ul>	<ul style="list-style-type: none"> <li>Contact details of people associated with a business account</li> <li>Advertising and direct marketing</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Marketing	<ul style="list-style-type: none"> <li>Contact details of people associated with a business account</li> <li>Business account information</li> <li>Purchase and account history</li> <li>Loyalty programme</li> </ul>	<ul style="list-style-type: none"> <li>Contact details of people associated with a business account</li> <li>Advertising and direct marketing</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>



	• Advertising and direct marketing		
Storing payment card details to speed up future payments  We only store an encrypted token or reference, not your full credit or debit card details.	• Transaction and payment information	• Transaction and payment information	• N/A

### Where we process your personal data so you can't be identified anymore

We may anonymise and aggregate any of the personal data we hold (so that it does not identify you). We may use anonymised and aggregated information for purposes that include testing our IT systems, regulatory reporting, research, data analysis, improving our site, apps and developing new products and services.

## 3. Sources we collect your personal data from

We will collect personal data from a number of sources. These include:

- **Directly from you:** when you set up an account with us, purchase products or services from us, submit information via our websites or apps, complete forms we provide to you, enter our competitions and promotions, make a claim, make a complaint, exercise your statutory rights, contact us by phone, email or communicate with us, from our energy generation and export meters and other devices we provide, and if we visit your property.
- **Our website and mobile applications:** we collect information about how you use them and any smart devices you connect to them.
- **Our smart devices such as smart meters and other devices we provide:** we collect information about how you use them.
- **Credit and anti-fraud reference agencies:** provide us with information about your transaction and claim history and credit history.
- **Client relationship management agencies:** we will check the information we hold about you against information other companies hold about you to see it is accurate and up to date. If any conflict arises, the other company will provide us with changes that need to be made to your personal information.
- **Companies we partner or work with:** for example, a LPG provider may pass your details to us, so we can install a new LPG boiler for you.
- **Other companies we work with:** provide us with information to help us deliver and match our products and services to you. These include:
  - **Companies in the same group of companies as us:** who may provide relevant information about the products and services bought from them.
  - **Meter installation booking companies**
  - **Debt collection agencies**
  - **Service and metering engineers:** who will provide us with information about your boiler, central heating, and any insured products in your business premises.
- **Lead generation providers and brokers**
- **Other companies' apps and products:** provide us with information if you connect them to our products or services
- **Network operators and distributors:** to connect your meter to the energy network.
- **Third party data providers:** companies to which you give contact information, where you give permission for them to pass it on to us for updating information we hold about you.
- **Energy generation, smart meters and export meters and other devices we and other providers may provide:** we collect information about your energy generation and output.
- **The government, ombudsman services, and regulators:** provide us with information about the complaints they receive and help us to deliver services such as verifying eligibility for discount schemes.
- **Housing associations:** some housing associations provide us with tenants' information, to enable us to make contact about their energy supply.
- **Social media:** information you submit to our social media accounts.
- **Other people connected with a business address:** current and former landlords and tenants.
- **Our business customers:** provide us with information about their own customers.
- **Your previous energy provider:** we may ask your previous energy provider for information about meter readings, equipment, and payments. We will receive further information about you where we acquire your details from another supplier in the context of a sale.
- **Other companies' apps and products:** if you give them permission to provide us with information when you connect them to your connected devices and smart home products.

- **Your “Green Deal” provider:** if you have a Green Deal, we may obtain information about you and your Green Deal energy supply from your Green Deal provider.
- **Third party data and insight providers:** companies which provide us with relevant information about you which we append to our existing records, to help us operate our business and deliver our services to you.
- **Tracing activities:** where you do not have an energy supply contract with us but move into a site, where we are supplying either gas, electricity, or both to that site, we will use third parties such as Google, Land Registry,

etc. to try and identify you so that we can contact you about the energy supply being consumed by you.

- **Public registers:** such as the Land Registry and Companies House.
- **Private registers:** such as Zoopla that provide us with information about your property.
- **Your previous Feed-in Tariff or Smart Export Guarantee provider:** to allow us to take over providing your Feed-in payments or Smart Export Guarantee payments.

#### 4. Who we share your personal data with

We share personal data with the following kinds of parties:

Who	Examples
Companies in the same group of companies as us	Companies under our parent company, Centrica Plc such as; <ul style="list-style-type: none"> <li>• British Gas Home</li> <li>• Direct Energy</li> </ul>
Any party approved by you	If you take part in reward or loyalty schemes, companies providing rewards, and finance companies if you wish to take out a financing service
Advertising partners	<ul style="list-style-type: none"> <li>• Google</li> <li>• Mediacom</li> <li>• Rakuten</li> <li>• Facebook</li> <li>• Indicia</li> <li>• Brandwatch</li> <li>• Twitter</li> <li>• LinkedIn</li> <li>• AWS</li> <li>• Pinterest</li> </ul>
Brokers	Your chosen broker
Network operators and distributors	National Grid
New energy provider	A company you pick to provide energy services
Credit and anti-fraud reference agencies	<ul style="list-style-type: none"> <li>• Equifax</li> <li>• Experian</li> <li>• Callcredit/TransUnion</li> </ul> <i>These agencies have produced a <a href="#">notice</a> which sets out how they process personal data</i>
The government or our regulators	<ul style="list-style-type: none"> <li>• Information Commissioner’s Office (ICO)</li> <li>• Office of Gas and Electricity Markets (Ofgem)</li> <li>• Financial Conduct Authority (FCA)</li> <li>• Prudential Regulation Authority</li> <li>• Department for Business, Energy and Industrial Strategy (BEIS)</li> </ul>
Ombudsman services	If you raise a dispute or complaint and are eligible for review by an ombudsman service, like the Energy Ombudsman Service, we may share information such as your contact details, meter readings, equipment, and payments
Debt purchasers and potential purchasers	
Debt collection agencies	
Industry supervisory bodies	Gas Safe and the Electrical Contractors Association (ECA)
Delivery companies	Print & mail fulfilment companies such as; <ul style="list-style-type: none"> <li>• Communisis</li> <li>• GI Solutions</li> </ul> Specialist communication fulfilment companies such as; <ul style="list-style-type: none"> <li>• VST – To create braille and large print materials</li> <li>• Zeta – To send you emails</li> </ul>
Your Green Deal provider	If you have a Green Deal, we may share information about you and your Green Deal energy supply with your Green Deal provider

Who	Examples
Sales agents, service engineers, contractors, smart meter experts and meter readers	<ul style="list-style-type: none"> <li>• SMS – Smart Metering Services</li> <li>• Morrison Data Services – Meter Readers</li> <li>• Energy Assets – Meter Readers</li> </ul>
Companies that help us run our business, support our IT infrastructure and further understand our customers	<p>To provide analytics, marketing and tailored services:</p> <ul style="list-style-type: none"> <li>• Yard</li> <li>• White Cat</li> <li>• RESQ</li> <li>• Response Tap</li> <li>• Virtuatel</li> <li>• Unrival</li> <li>• AWS</li> <li>• Adobe</li> <li>• Experian</li> </ul> <p>To provide us with systems and services that help us run our business:</p> <ul style="list-style-type: none"> <li>• Premium Credit Limit</li> <li>• Convergys</li> <li>• Financial Ombudsman Service</li> <li>• Pega</li> <li>• Demand Base</li> <li>• Gorrilini</li> <li>• IBM</li> <li>• Cognizant</li> <li>• TracelQ</li> <li>• Entrader</li> <li>• Cap Gemini</li> </ul>
Industry partners and other companies we work with	<p>To comply with financial audit regulations:</p> <ul style="list-style-type: none"> <li>• Deloitte</li> </ul> <p>For co-operation over LPG boilers and fuel provision:</p> <ul style="list-style-type: none"> <li>• Calor</li> </ul> <p>To comply with Energy Company Obligation regulations set by The Office of Gas and Electricity Markets (Ofgem):</p> <ul style="list-style-type: none"> <li>• Gas Safe</li> <li>• Electrical Contractors Association (ECA)</li> <li>• ECOES</li> <li>• XOServe</li> <li>• GHE Solar</li> <li>• ECO Greendeals</li> <li>• Infinity Energy</li> <li>• Sustain</li> <li>• Trade Engine</li> </ul> <p>To comply with Ofgem Smart meter installation requirements:</p> <ul style="list-style-type: none"> <li>• National Grid</li> <li>• CSP</li> </ul>
Police, law enforcement agencies and other public authorities	<ul style="list-style-type: none"> <li>• Police forces</li> <li>• Courts</li> <li>• HMRC</li> </ul>
Trial partners	Companies we work with to test our new products and services
Market or analytical research and feedback collection providers	<ul style="list-style-type: none"> <li>• Future Thinking</li> <li>• KPMG Nunwood</li> </ul>
Landlords and local authorities	To provide them with information relating to the energy supply to their properties, including outstanding debts
Other energy companies, network companies and industry bodies	<ul style="list-style-type: none"> <li>• Other energy companies and industry bodies including National Grid, as part of industry initiative, the Theft Risk Assessment Service, or to help make it easier for you to switch suppliers</li> </ul>

## 5. Direct marketing

**Email, SMS, post and telephone marketing:** from time to time, we may contact you by email, SMS, telephone or post with information about our products and services we believe you may be interested in. When you call British Gas, we may also provide you with information about products and services we believe you may be interested in.

If you have not consented to receiving direct marketing communications, we will only send these communications to you when permitted to do so by law, but in all circumstances we will respect your marketing preferences which you set when you first create your

## 6. Direct marketing and advertising on websites and mobile applications

You can find out more about cookies and how to manage their use by reading our cookie policy, which is available at: <https://www.britishgas.co.uk/global-maintenance/cookies-policy.html>.

### British Gas websites and mobile applications

When you visit any of our websites or download any of our mobile applications, you will always be provided with access to the site or application's own privacy notice and cookie policy.

Our aim is to ensure that our websites and mobile applications are always working optimally for those who use them. When you visit our websites and you are an anonymous visitor, we will use cookies and similar technologies – in accordance with your cookie preferences – to track anonymous details such as response times, the pages you view and the functionality you use. No individual is uniquely identifiable from this data and it is used purely to enable us to constantly review and improve these services.

Any adverts you may see whilst using the website anonymously will be generic in nature i.e. it will not use any personal data to 'personalise' the advert to you.

### Third party websites, applications, and services

We work with advertising partners, including social media sites and providers and addressable TV service providers, to show you advertising about our products and services, including those offered by group companies. This takes place on third party websites, applications and services where we or our advertising partners have purchased advertising space.

To provide you with the most appropriate advertising content, this uses information gathered via cookies and

account with us (or you first deal with us), or which you update from time to time.

You can let us know at any time that you do not wish to receive marketing messages by sending an email to us at [privacy@centrica.com](mailto:privacy@centrica.com). You can also unsubscribe from our marketing by clicking on the unsubscribe link in any email marketing messages or by replying STOP to the number indicated on any marketing text messages we may send to you, or by calling the Customer Care Team on 0330 100 0222 for Energy customers or 0333 202 9844 for Services customers.

The details here provide a high-level overview of how and where we capture and / or use personal data on our own and third-party websites and mobile applications.

If you chose to complete an online application, enquiry or other form then the form will set out explicitly how the data you provide will be used.

If you are logged in, or we can see that you were previously logged in, we will use cookies and similar technologies – in accordance with your cookie preferences – to track your use of the site or application.

In this instance, some data may be recorded to your record to enable us to provide the best ongoing service to you. In this instance, any adverts you see may be tailored specially to you – for instance if you are already a home energy customer, adverts for home energy would not be appropriate.

similar technologies about the websites, mobile applications, social media content and ads you interact with or view when connected to the internet, as well as information which we provide (such as a hash of your email address or phone number), to make sure the advertising you see is more relevant to you.

The main third parties we work with are Facebook and Twitter.

Site	How to stop seeing ads from partners like us	Privacy Notice
Facebook	<a href="https://www.facebook.com/help/568137493302217">https://www.facebook.com/help/568137493302217</a>	<a href="https://www.facebook.com/about/privacy">https://www.facebook.com/about/privacy</a>
Twitter	<a href="https://help.twitter.com/en/safety-and-security/privacy-controls-for-tailored-ads">https://help.twitter.com/en/safety-and-security/privacy-controls-for-tailored-ads</a>	<a href="https://twitter.com/en/privacy">https://twitter.com/en/privacy</a>
Pinterest	<a href="https://help.pinterest.com/en-gb/article/personalization-and-data">https://help.pinterest.com/en-gb/article/personalization-and-data</a>	<a href="https://policy.pinterest.com/en/">https://policy.pinterest.com/en/</a>

## 7. Transferring your personal data internationally

British Gas is part of a global organisation and in common with other organisations, we use third parties located in other countries to help us run our business. As a result, personal data may be transferred outside the countries where we and our customers are located. This includes countries outside the UK and European Economic Area and to countries that do not have laws that provide specific protection for personal data. We have taken steps to ensure all personal data is provided

with adequate protection and that all transfers of personal data are done lawfully. Where we transfer personal data to a country not determined as providing an adequate level of protection for personal data, the transfers will be under an agreement which covers the requirements for the transfer of personal data, such as the European Commission approved standard contractual clauses or the UK's international data transfer agreement or addendum.

## 8. How long we keep personal data for

We will keep your personal data for as long as is necessary in order to achieve the processing purposes. We delete call recordings after seven years, unless we have a reason to keep it longer.

## 9. Your rights in relation to your personal data

You may have the following rights in relation to your personal data:

- the right to be informed about the personal data we collect, how your personal data is being used, and from whom we collect your personal data when we obtain it from other sources;
- the right to access the personal data we hold about you;
- the right to request the correction of inaccurate personal data we hold about you;
- the right to request the blocking or deletion of your personal data in some circumstances;
- the right to request that we port elements of your data either to you or another service provider;

- the right to object to us processing your personal data (1) where we have a legitimate interest to do so, as listed in section 2, but your rights override ours based on your particular situation (which you will need to explain to us), (2) where we are processing it for the purpose of direct marketing, or (3) because we are using automated means to make decisions that have a legal or similarly significant effect; and

- the right to withdraw your consent to those processing activities which we carry out on the basis of consent, listed in section 2.

You only have the benefits of some of the above rights in limited circumstances, which depend on the legal reason why we collected your personal data.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us using the details below.

## 10. Getting in touch

If you have any privacy-related questions or comments, please contact Centrica's data protection officer by writing to The Data Protection Officer, Centrica Plc, Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.

You can also contact our data protection officer at [privacy@centrica.com](mailto:privacy@centrica.com)

If you are unhappy with the way we are using your personal data, you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

Version 2.4 March 2024