

1. British Gas and bodyworn cameras

This privacy notice extends the privacy notices relating to residential and business energy supply and it should be read in conjunction with those privacy notices. This privacy notice relates specifically to British Gas's use of bodyworn cameras – these are visible, non-concealed, cameras worn by some of our field agents, which make audio and video recordings.

The data controller is British Gas Trading Limited, which is one of the companies in the Centrica group.

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.

This notice applies to personal data we hold about individuals (including company directors, or contacts on business accounts, as well as 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.

2. Personal data we process

We process the following types of personal data:

- **Audio and video recordings, and contemporaneous notes:** records of site visits by our revenue protection and field operations teams.
- **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.

3. What we use your personal data for and why

Where we process your personal data because of our contract

We process these items of your personal data to enter or fulfil the contract between us, including:

Reason or purpose	Personal data used
Debt collection	<ul style="list-style-type: none">• Audio and video recordings, and contemporaneous notes

Where we process your personal data because we're legally obliged to

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

Reason or purpose	Personal data used
Complying with Ofgem's standard licence conditions (in particular, SLC 28) and associated rules and guidance.	<ul style="list-style-type: none">• Audio and video recordings, and contemporaneous notes
Understand the information we hold to ensure compliance with data protection legislation	<ul style="list-style-type: none">• Audio and video recordings, and contemporaneous notes

Internal and statutory audits	<ul style="list-style-type: none"> • Audio and video recordings, and contemporaneous notes
Assist law enforcement agencies, and other public authorities	<ul style="list-style-type: none"> • Audio and video recordings, and contemporaneous notes

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
Protection of our staff	<ul style="list-style-type: none"> • Audio and video recordings, and contemporaneous notes
Staff training	<ul style="list-style-type: none"> • Audio and video recordings, and contemporaneous notes
Revenue protection	<ul style="list-style-type: none"> • Audio and video recordings, and contemporaneous notes
For the establishment, exercise or defence of legal claims	<ul style="list-style-type: none"> • Audio and video recordings, and contemporaneous notes
Debt recovery	<ul style="list-style-type: none"> • Audio and video recordings, and contemporaneous notes
Assist law enforcement agencies, and other public authorities	<ul style="list-style-type: none"> • Audio and video recordings, and contemporaneous notes
Investigating misuse of your account, crime and fraud	<ul style="list-style-type: none"> • Audio and video recordings, and contemporaneous notes
Carrying out welfare and customer resolution visits, including evidencing compliance with Ofgem’s code of practice	<ul style="list-style-type: none"> • Audio and video recordings, and contemporaneous notes

Where we process your personal data so you can’t be identified any more

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, research, data analysis, improving our site, apps and developing new products and services.

4. Sources we collect your personal data from

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

- **Directly from you:** when we attend a property.
- **From others at or near your property when we visit:** for example, members of your household or staff, neighbours, or other people in the vicinity.

5. Who we share your personal data with outside the Centrica group

We share personal data with the following categories of third parties.

We never sell your data to anyone outside the Centrica group for their own marketing use.

Who	Examples
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The government or our regulators	<ul style="list-style-type: none"> • Information Commissioner’s Office (ICO); • Office of Gas and Electricity Markets (Ofgem); • Financial Conduct Authority (FCA)
Ombudsman services	<ul style="list-style-type: none"> • 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
Companies that help us run our business (including supporting our debt journeys), and support our IT infrastructure	<ul style="list-style-type: none"> • Amazon • Halo • Debt collection agencies • Debt purchasers • Locksmiths
Law enforcement agencies and other public authorities	<ul style="list-style-type: none"> • Police forces • HMRC • Other law enforcement authorities

6. 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, including vulnerability 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.

7. How long we keep personal data for

Revenue protection visits: If we spot actual or potential criminal activity or breaches of contract, we will keep the recording for as long as necessary to take action, including for the purposes of court proceedings and appeals. If not, we will delete the video and audio recording within 90 days.

Debt / welfare visits: Ofgem requires us to keep recordings relating to the involuntary installation of pre-paid meters for five years.

8. 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; and
- the right to object to us processing your personal data where we have a legitimate interest to do so, as listed in section 3, but your rights override ours based on your particular situation (which you will need to explain to us).

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. We may require evidence of your identity before we are able to complete your request.

9. 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.

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.

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