

Privacy Policy

What information we have about you and how we use it

Our policy on “What information we have about you and how we use it” describes how we collect, store and use the information that we collect from customer and potential customer. We’ll explain what kind of personal information this is and how we intend to use it.

1. Who are the People’s Energy Company?

People’s Energy [Supply] Limited is a limited company registered in England and Wales.

Company registration number: 09844617

Registered office: Kemp House, 152-160 City Road, London, England, EC1V 2NX

2. The data we might collect

We might get some information about you if you use any of the websites associated with us. We may also work with third parties that can send us some information about you.

The kind of data we might collect about you is:

- name (including full name)
- age
- gender
- postal address
- home phone number
- mobile phone number
- e-mail address
- credit history
- energy and service related data
- bank account details
- credit card information (or any significant billing information)
- Priority Service Register information

During your application, we may carry out checks for credit and identity to prevent and detect crime. To manage your account with us we may make searches at CRAs (Credit Reference Agency). If you tell us that you have a spouse or financial associate, or if you make a joint application, we will view

your records together, so you need be sure that you have their agreement to share information about them. CFAs also link you and your partners records, and these links will remain on your and their files unless you or your partner successfully files for a disassociation with the CRAs, in order to break that link.

Details on your Contract may be sent to CRAs and will be recorded by them (including details of your account and how this is managed). If you do not pay our charges in full and on time, CRAs may record the outstanding debt. This information may be supplied to other organisations by CRAs to perform similar checks and to trace your location and recover monies that you owe. Records remain on file for 6 years after they are closed, whether settled by you or defaulted.

3. Data you supply to us

There are a few ways that you supply us with your personal data. This is usually processed using our website, live chat, competitions, promotions, survey, searching for a product, subscribing to our services or through social media. The information we may receive can be your name, address, phone number, email address, bank or credit card details.

If you supply us with false information which leads us to suspect or identify fraudulent activity, then we will record this and potentially pass the information to fraud prevention agencies and/or organisations that specialise in crime and fraud prevention.

4. What data our website collects from you

there are certain things that trigger data collection from our website, which are automatic protocol when someone has a look at our business on the website.

Technical Data

- Your Internet Protocol (IP) address
- Log in information
- What internet browser you are using
- Your internet browser plug-in type/version
- The time-zone set on your device
- Your operation system and the platform

What happened during your visit

- Pages you view, the page response time and page interaction information
- How you've navigated through the website, and how long you spent on each page
- Uniform Resource Locators (URL) journey from/to 3rd party sites

5. What we do with your data and how we keep it safe

We (or third party data processors acting on our behalf) may collect, store and use your personal information listed above (including energy consumption data) for the following purposes:

- to transfer your utility supply from your prior utility provider, and also to send details to other utility providers and network providers in relation to your use of utility services;
- to manage your utility account(s) with us, to provide you with information about how much of a particular service you have used and what charges will apply;
- to communicate with you in relation to your account with us, including by email, SMS, your online account, post and live chat;
- to allow you to join in with interactive features (e.g. on our website) and as part of our efforts to keep our website secure and safe, and to manage our website for internal operations;
- in connection with arranging and conducting appointments to your property (e.g. to read meters);
- to contact you (including by SMS and e-mail) with services and products which we think may be of interest you;
- to disclose your personal information to carefully chosen third parties including your local authority;
- in connection with system upkeep to include maintenance, testing and training;
- to carry out credit checks, the results of which may impact on the services we can offer you;
- to undertake or assist fraud prevention, identity or money laundering verification and legal enforcement where necessary;
- to create profiles and marketing opportunities where you have explicitly consented for your data to be used for such purposes; and
- in connection with market research activities.

We or our suppliers may also record calls with you for quality, training and audit purposes (and to ensure that such calls meet legal and regulatory requirements), but we will always tell you if we are recording calls.

6. Who we share your information with

We may share your personal information in respect of the purposes recorded above with the following parties:

- any member of our Group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the Companies Act 2006;
- letting agents and property-owners;
- service providers relating to your use of our services;
- our business partners and subcontractors;
- Government and/or regulatory bodies, such as Ofgem;

- third parties where there is a legal duty to disclose or share such information or in order to enforce or apply the terms of our Contract with you;
- the owners and/or operators of smart (or similar) meters;
- other utility service providers who may supply to your property (including the Relevant Network Operator) as well as your councils, local authorities, water company, social services, charities, healthcare or other support organisations and/or housing associations relevant to your property and/or use of our services;
- payment and mail fulfilment providers;
- online email service providers;
- CRAs, fraud prevention and debt recovery agencies for the purpose of debt collection and sending default notices; and
- market research parties.

If a third party acquires all (or substantially all) of our business and/or assets, we may disclose your personal information to that third party relating to the acquisition. We may also disclose your personal information where we are required to do so by applicable law, by a governmental body or by a law enforcement agency.

7. How we may contact you

Unless you have expressly advised us to the contrary, we may contact you in any way, including by email, phone, text or multimedia message or other forms of electronic communication (including, where applicable, a message through your smart meter) or by visiting you. Where we are communicating to you to tell you about any offers, we will make a reasonable effort to only contact you in accordance with your preferred communication method.

8. International transfers

We or our suppliers may transfer personal information that we collect from you to third party data processors located, or have servers located, in countries that are outside of the EEA (European Economic Area) including the United States in connection with the above purposes. Please be mindful that countries which are outside the European Economic Area may not offer the same level of data security as the United Kingdom, although our storage, collection and use of your personal data will continue to be governed by this privacy policy.

9. Cookies

Cookies are text files that are located on your computer or mobile device when you visit a website or when you open an email or SMS communication. They are used to make websites and other forms of communication work more efficiently as well as to track certain actions. Cookies are made up of information that is transferred to your mobile device or computer.

When you use our website, or interact with us via email or SMS communication, we may place a cookie on your computer or mobile device. Information about the cookies that we use on our website and why we use them are set out below:

- PHP Session ID – these allow us to provide a good user experience on our website.
- Google analytics – we use these to send information about your session to Google so they can provide us with traffic statistics and popular pages. This will help us improve our website.
- intelecomchat_<customerKey>_<queueKey> – we use your session information to inform our Live Chat service.
- No Cache – this is used as a flag to tell your internet browser not to cache the page.

You can delete and/or block cookies by using the settings on your internet browser, however, if you do delete cookies or set your internet browser to stop cookies you may not be able to access all parts of our website.

10. Third party websites

Our website(s) contain links to other websites maintained by third parties. Please note that this Privacy Policy applies only to the personal information that we collect through our website(s). We cannot be held responsible for information that third parties may collect, store and use through their websites. You should read the privacy policy of each website you visit.

11. Security

Whilst we take suitable technical and organisational measures to protect the personal information that you provide to us, no interaction to or from us by post, email, fax or over the Internet can ever be guaranteed secure. Unless the data is encrypted, communications over the internet are not secure and as such, we cannot accept any liability or responsibility for any unauthorised access or loss of personal information.

12. Using your data for marketing purposes

From time to time we will have offers or promotions or other communications that may be referred to as 'marketing' via email or text. We will only send you offers or promotions if you opt in.

You can also tell us at any time that you want us to stop sharing your personal information with other organisations for marketing purposes.

13. Changes to our Privacy Policy

Any changes we make to our Privacy Policy in the future will be posted on the "Privacy Policy" page of our website – please check back frequently for any updates or changes.

14. How to find out more

If you have any questions about how we collect, store and use personal information or would like to read the full details of how your data may be used please contact us:

Visit our website: www.peoplesenergy.co.uk

Email us: customerservice@peoplesenergy.co.uk

Write to us: Stuart House, Station Road, Musselbrough, EH21 7PB

You are entitled to have a copy of the information we hold about you. There may be a charge of no more than £10.00 for providing you with a copy of such information.