

PRIVACY POLICY

1 GENERAL INFORMATION

- 1.1 We are committed to protecting Your privacy and Your personal information when You use Our Services. This Privacy Policy explains to You what personal information about You We collect, what We do with it and the methods We use to protect Your privacy.
- 1.2 By accessing and using Our Services You consent to Us using Your personal information as set out in this Privacy Policy. If You have any questions about the information We hold about you or this Privacy Policy please contact Us on customerservices@switchgasandelectric.com.
- 1.3 If We change Our Privacy policy We will post the changes on Our Websites and may place notices on other pages of the Websites. Your continued access and use of Our Services will signify that You agree to such changes.

2 THE INFORMATION WE COLLECT

We may ask You to provide Us with personal information in order to process Your application in relation to Our Services. We may ask for information such as Your name, date of birth, address, bank details and email address and any other information that We may require to complete an application in relation to Our Services. We will keep a record of this information and also any correspondence if You decide to contact Us.

3 WHAT WE DO WITH YOUR INFORMATION

- 3.1 We will use Your information in order to provide You with Our Services and to communicate with You on any matter relating to Your use of such Services.
- 3.2 By placing an order to switch Suppliers You acknowledge and agree that We will contact Your chosen Supplier and provide them with information You have provided to Us about You. Your chosen Supplier will contact You in relation to Your chosen Supply Service. We have no influence over or responsibility for the way the Supplier may use the information We have forwarded to them. You are advised to read Your chosen Supplier's privacy policy and if You do not wish for Your Supplier to contact You for marketing purposes or disclose Your information to third parties for this purpose We would advise You to write to the relevant Supplier directly.
- 3.3 In order to access Our Services You must provide Us with a telephone number. By providing Us with Your telephone number You agree that We are entitled to contact You on that number regardless of whether such number is registered with the Telephone Preference Service (TPS). If You have provided Us with a mobile phone number You also agree for Us to send You text messages.
- 3.4 You agree further that We may contact You by email, telephone or text messages to inform You about any additional services We may provide or in relation to any promotional or marketing activities that We may undertake.
- 3.5 You agree that We may also contact You by email or telephone to ask you for Your feedback and comments on Our Services.
- 3.6 We may also aggregate information and statistics about users of Our Services for the purposes of monitoring the use of Our Services in order to help Us keep improving Our Services. These statistics will not include information which could be used to identify any individual.
- 3.7 We will not provide Your personal information to any third parties unless in connection with Our Services or the Supplier Services.

- 3.8 We may wish to bring to your attention to information about special offers made available to You by Suppliers which We believe you may be interested in. This will not result in Us disclosing Your information to any third party. If You would rather not receive this information, please send an email to customerservices@switchgasandelectric.com.

4 **COOKIES**

When You access and use Our Services the pages that you access, together with a cookie, will be downloaded to Your computer. Cookies are software applications which store information about Your visit to a website on Your hard drive. This information supplied by cookies can help Us to provide You with a better experience when using Our Websites and assists Us in analysing the way in which people use Our Services. Cookies do not identify You personally but they do identify Your computer. You are able to disable cookies using Your browser software (for information on how to do this check your browser information/help facilities). If You do disable the cookies, We cannot guarantee the full performance or availability of Our Services to You.

5 **HOW WE PROTECT YOUR INFORMATION**

- 5.1 The internet is not a secure medium and therefore it is an inherent risk that any email of information sent to Us may be liable to be compromised. We have several security procedures in place to try to protect Your personal information.
- 5.2 All Your financial data is fully encrypted and any transfer of such data to third parties is done securely. We also use secure servers to store Your information.
- 5.3 We have an internal information security and data protection policy which covers the storage, access and disclosure of Your personal information.
- 5.4 Our Data Protection Licence number is Z1391216.

6 **SHARING OR TRANSFERRING INFORMATION**

- 6.1 Due to the global nature of the internet, the information You provide to Us may be transferred to countries outside the European Economic Area when it is in transit over the internet. As a result it may pass through countries that do not have the same type of data protection laws and protections in place as are complied with by Us. We have taken the technical steps set out above to try to improve the security of Your information when in transit over the internet. By submitting Your information to Us You consent to these types of transfer.
- 6.2 If this business is ever sold or integrated with another business Your details may be disclosed to Our advisors and any prospective purchasers and their advisors and will be passed to the new owners of the business.
- 6.3 We may disclose Your information to third parties if We are under a duty to do so to fulfil a legal obligation or to enforce Our own contractual agreements or to protect the rights, property or safety of Our members and users of the Our Services or others. This may include the exchange of information with third parties for the purposes of prevention of criminal activities.

7 **UPDATING YOUR INFORMATION**

If any of Your information that you have provided to Us changes, for example if you change Your email address or name, please let Us know the correct details by sending an email to customerservices@switchgasandelectric.com.