

Data processing for Thameswey Energy customers.

At Thameswey Energy (“we”, “us” or “our” for short) we and our group companies are committed to protecting your personal information.

Your personal information (also called ‘personal data’, ‘personally identifiable information’ or ‘PII’) is the information which identifies you as an individual that we get from you and others in various ways. Under the General Data Protection Regulation (“GDPR”) specific obligations are placed on us in the way we handle this type of information and the aim of this policy is to let you know what personal information we collect from you when you purchase products and services from us, when you use our website and when you contact us, how we store and use it, and how you can access and manage this information.

Your personal information may be stored online and therefore we take steps to ensure that our systems are well protected from unauthorised access and properly maintained.

About the types of information we may use.

We collect the personal information requested by our application and contact forms together with any comments or remarks that you may provide in free text fields or may send to us. We may also keep a record of references received from third parties (for example from credit reference or fraud prevention agencies) and of any other correspondence or communication between you and us, whether written, e-mailed, or as a result of visits or telephone calls.

Whilst we take steps to protect user privacy, no data transmission over the internet can be entirely secure. We therefore do not guarantee the security of personal information that you send to us, or your use of the site. Any personal information you do send is at your own risk but once we receive it we use strict procedures to safeguard it.

How do we use your personal information?

We will use the information you give us, or which we legally receive from another organisation or person, to set up and manage your energy account with us. We may share it with all relevant industry organisations based on agreed industry processes. We may use it and share it with any Thameswey group company to:

- help us identify you so we know who we are talking to;
- supply you with energy or any other services that you request;
- set up and otherwise manage your account, including collecting debts and improving our service to you;
- work out your bills;
- help prevent and detect fraud or loss;
- assess risk, carry out market research, statistical analysis, test systems, improve the way that we run your accounts (including quality assurance) and analyse your account history; and

- train staff and monitor our services. This may mean that we record our correspondence with you to make sure we are providing you with a good service and to make sure we keep to our legal and regulatory obligations.

If you have a meter installed at your property that can be connected to the wireless network (a 'smart' meter), we will gather information about the energy you use remotely and in real time (the equipment will automatically send us the information). We may use this information for the purposes set out above.

We may pass information about you to our agents and service providers for these purposes. This may involve passing your information outside of the European Economic Area (EEA) to countries that do not have the same data protection standards as we do in the UK. If we, or our agents and service providers, do this, we will make sure that it happens with the relevant legal protection in place. If we are asked, we may pass your information on for regulatory purposes to Ofgem (or any organisation which takes over Ofgem's role), or as part of a government data-sharing initiative.

We may search the files of credit-reference agencies who will record the search. We may share information about how you deal with your account with other financial institutions, with credit-reference agencies and with fraud-prevention agencies. We may use this information to help us assess your ability to pay our bills and to make decisions about the products and services that we offer you.

We may use and record information about you or a member of your household. We may pass this information to social services, or to other organisations such as Help the Aged if you are in danger of being cut off and we believe you may need extra help. You or a member of your household may need this extra help as a result of your (or their) health, age, disability or financial circumstances.

If you have given us your mobile phone number or email address (or both), we may use the information to send you service messages or other similar information (by text message or email). The aim is to help us manage your account. We will not use the information for marketing purposes unless you have specifically agreed that we can. You must let us know if your mobile phone number or email address changes so that we can keep this information up to date.

We will release your account details to any organisation we may transfer our rights or responsibilities to and we reserve the right to tell your future service provider of any debt you may have with us.

Please note that we reserve the right to access and disclose personally identifiable information to comply with any applicable laws and lawful government requests, to operate our systems properly, to protect both ourselves and our users, and where we are approached by a potential buyer of our business or assets, or in relation to any joint venture or business arrangement.

Using your contact information for marketing purposes.

When you register, apply for and make use of Thameswey Energy services, we will assume that you have elected to opt-out of our marketing operation, and we will not contact you, or allow other entities within our group to contact you for any purposes other than the delivery of our agreed services. Should you elect to receive marketing communications from us, you have a right at any time to stop us from contacting you for this purpose or giving your information to other members of our group for marketing purposes.,

If you no longer wish to be contacted for marketing purposes please get in touch with us by using one of the contact methods below.

Finding out about the information we keep about you.

Under GDPR, you have the right to access information we hold on you. Such requests are known as 'Subject Access Requests' or 'SAR' for short. How to do this:

- Telephone us on 0345 601 5515 – calls to this number will be charged at you phone company's local rate.
- Contacting us through customers@thamesweyenergy.co.uk or GDPRRegister@thamesweygroup.co.uk.
- Write to us at: Data Manager, Thameswey Group, The Energy Centre, Poole Road, GU21 6DY, Woking, United Kingdom.

When we receive your request, we will contact you to establish your identity and to establish the details of your request. Once that information has been verified, we will contact you to arrange for this information to be made available to you. This process will take no longer than one month from the receipt of your request, although we aim to deliver on our obligations earlier if possible.

Even if you don't want a copy of your personal information, you can still contact us to check that the personal information that we hold is accurate, or to let us know of any changes to your personal information. We always try to ensure that the information that we hold is accurate, up to date and relevant. We'll be more than happy to make changes or to correct any inaccuracies.

If you have any questions or comments about this policy, please contact us using the details above.