

Privacy Statement

This privacy statement informs you about how we process your personal information, and your rights to access the information we hold about you. For more information please email dpo@bdenergy.org.uk.

1. Privacy Notice

B&D Energy Ltd is committed to protecting your privacy when you access and use our services. This Privacy Notice, and any documents referred in it, outlines how B&D Energy Ltd are committed to the principals of data protection, how we ensure your information in safe and secure, and how we safeguard your privacy.

2. What personal information do we process, and on what lawful basis?

Website Visitors

When you access our website, we collect information about you to allow you to use our website, and so that we can monitor its functionality. Please see section 9. for more details. We rely on UK GDPR article 6(1)(f) (legitimate interests) for this processing.

Customers (people who have signed a contract with us)

In order to provide you with a service, we need to collect certain information about you. The information collected includes:

- Your name and contact details.
- Your new address when you move, so that we can correspond with you and issue a final bill
- Your bank details.
- Your energy usage and associated information
- Your bills and account information
- Information you let us have during phone calls and emails.
- Dates of occupancy
- Any details pertaining to vulnerability

We rely on UK GDPR article 6(1)(b) – contract for processing data about you for the above activities.

Third parties – nominated persons.

A customer may ask you to correspond with us on their behalf. In order to do so, we will need the following information about you:

- Your name and contact details.
- Information you let us have during phone calls and emails

We rely on UK GDPR article 6(1)(f) - legitimate interests to make initial contact with you, and thereafter will rely on UK GDPR article 6(1)(a) consent only for processing data about you for the above activities.

Third parties – non-customer residents

Where you are resident in a property supplied by us, but are not the customer, we may need to collect information about you. We will only process this information where you may be classed as a vulnerable customer; in this case we may need to collect the following information about you:

- Your name and contact details.
- Dates of occupancy
- Any details pertaining to vulnerability
- Information about any assistance you may need as a result of the reason for your vulnerability.

We rely on UK GDPR article 6(1)(f) – legitimate interests to ensure that we are able to adequately record, assess and react to any customers or residents that should be flagged as vulnerable.

Special Category data – customers and non-customer residents

Special Category data is defined as the following: personal data revealing racial or ethnic origin; political opinions, religious beliefs, philosophical beliefs or trade union membership; genetic and biometric data (when processed to uniquely identify an individual); data concerning health, sex life or sexual orientation. We will not routinely process any special category data except where it relates to vulnerability, and is required for assessing and providing any assistance needed as a result of that vulnerability. For example, this might include a note on a customer's account that they are deaf, and therefore that telephone calls should not be used.

Where we do process special category data, we do so under the processing condition of UK GDPR article 9(1)(a) where the subject has provided their explicit consent, and under the processing condition of UK GDPR article 9(2)(g) and paragraph 19 of Schedule 1 of the Data Protection Act 2018 (safeguarding of economic well-being of certain individuals) where the information has been supplied by a third party (the customer) and seeking and getting consent from the vulnerable individual would be disproportionate and impractical.

3. How do we collect your data?

We collect data from.

- Your Residential Supply Agreement
- Our automated meter reading system
- Our billing software
- When we communicate with you
- When you use our website
 - From customers where they are providing information about you as a non-customer resident, or a nominated person.

4. How will we use your data?

We will use your data for the purposes of providing services to you or our customer both directly and through our partners and suppliers, including communicating with you regarding news and information about our services (which will not include marketing material).

- We will create an account for customers that will hold contact information, interactions with us, the customer's financial history with us, the customer's meter readings, and details about third parties (nominated persons or non-customer residents as required).
- The account information will be used to generate the customer's bills, take payment, and undertake debt recovery where relevant.
- We will provide the account contact information to our contractors to enable them to provide services on our behalf such as operational services and fault repair.
- Anonymised data (in which individuals cannot be identified) will be used in data analysis to improve our services and the operational efficiency of our plant and equipment.

5. Who we share your information with?

Where necessary we use a range of service providers and subcontractors to ensure we can provide you with the different services offered by B&D Energy Ltd, and to ensure that those services are operating effectively. These subcontractors and service providers all have contracts in place with us that include data protection responsibilities.

These service providers include London Borough of Barking & Dagenham and may also include debt recovery agencies.



We do not share your information with anyone else unless we feel that either you or somebody else is at risk of harm. In these circumstances, we will try to inform you as much as possible, however this may at times be retrospectively. We will inform you too of the reasons why we are sharing your data.

We may also share personal information when we feel there's a good reason that's more important than protecting someone's privacy. This does not happen often, but we may share your information:

- In order to detect and prevent crime and fraud, or if there are serious risks to the public, our staff or to other professionals;
- To protect a child.
- To protect adults who are thought to be at risk, for example, if they are frail, confused or cannot understand what is happening to them; or
- If we're worried about your safety or the safety of others.

In the rare event that we consider the risk so great, we may need to share information straight away.

We will never share your data for commercial reasons – we will never sell your data.

6. How we protect and store your information?

We will always do everything we can to ensure we store your information (both paper and electronically) safely, securely and confidentially. We will only make your information available to those who have a right to see it and will take relevant security measures to ensure this is always upheld.

7. Where do we store your information?

All of your data held by us is stored in the UK.

We may share your data with processors outside the United Kingdom, or authorise our processors to share data with sub-processors based outside the United Kingdom; where we do so, we will always ensure that adequate measures are in place to protect your personal data. Examples of processors or sub processors for which this is relevant and data which we share with them include:

IT providers which allow us to manage mailing lists for contacting customers (email address, property address, account number and name only);

Analytics providers which allow us to analyse meter readings to improve the efficiency of our heating systems (meter serial number and reading only).

We will not otherwise transfer your data outside the United Kingdom except where required for safety and security reasons.

8. How long do we keep your information for?

Your information is kept for a maximum of seven years after the termination of the relevant contract, after which time it is deleted.

9. Website Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

9.1 How do we use cookies?

We collect a number of cookies from our users for various reasons, not least to track our own performance – but also to let us serve you content tailored to your own specifications, hopefully improving your overall experience of the website. Amongst other things, the cookies we use allow users to register to make comments, allow us to calculate how many visitors we have and how long they stay on our site.



We do our utmost to respect users' privacy. We use cookies to monitor and improve our services, we believe that your experience of the site would be adversely affected if you opted out of the cookies we use.

We use two types of cookies on our website; the first are 'Necessary'. Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies.

The second type of cookies we use are for 'Statistics.' Statistic cookies help website owners to understand how visitors interact with websites by collecting and reporting information anonymously. When you first use our website you have the option to opt out of enabling this type of cookie. The cookie notification message has details of the exact cookies we use and how to limit cookies to the necessary one only.

10. Individual Rights

You have the right to request access, correct, update, limit and delete your information at any time. To do so, please email dpo@bdenergy.org.uk outlining what information you would like to access or exercise another individual right (e.g., correct, update, limit or delete the information we hold about you).

11. Enquiries around the protection of your data

If you have an enquiry about how your information is used please email dpo@bdenergy.org.uk.

If you have a concern about the processing of your information you can also contact the Information Commissioner's Office (ICO) at:

Address: Information commissioner's Office, Wycliffe House, Water lane, Wilmslow SK9 5AF

Telephone: 0303 123 1113

Email: casework@ico.org.uk