

## 1. British Gas Services Limited and your personal data

For our Home Insurance and Glazing Locks Roof and Pests products, British Gas Services Limited is a data controller.

This is our privacy notice for our Home Insurance and Glazing Locks Roof and Pests products. It explains your statutory rights and how we collect and use your personal data. It describes the processing activities that are carried out by British Gas Services Limited, the purposes for which these activities are performed and the legal bases that British Gas Services Limited relies upon to justify these processing activities.

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, and we will communicate any significant changes to you.

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](mailto:privacy@centrica.com).

## 2. Personal data we collect

We collect the following types of personal data:

- **Your contact details:** information that allows us to contact you directly such as your name, email address, telephone number and addresses associated with your account or order.
- **Information and details of other people linked to your product:** information relating to your product including personal information like your age, gender, date of birth and employment details, property and household information, policy details, nominees and their details, marketing preferences, claims history and complaints details
- **Anti-fraud information:** information which helps us prevent and detect fraud.
- **Transaction and payment information:** credit/debit card details and bank account details you provide to make payment for the products and services you purchase from us.
- **Delivery information:** information relating to the delivery of products and services to you.
- **Purchase and account history:** records relating to the products and services which you have purchased or used.
- **Lifestyle and demographic insight information:** including how you use your connected devices such as Hive and information we receive from devices such as Hive Leak Sensor.
- **Responses to surveys, competitions and promotions:** we keep records of any surveys you respond to or your entry into any competition or promotion we run.
- **Records of your discussions with our customer support teams:** when you share comments and opinions with us, ask us questions or make a complaint we will keep a record of this. This includes when you send us emails, phone our support team or contact us through social media such as through Twitter or on Facebook.
- **How you use mobile applications and websites:** we use technology such as cookies (subject to your cookie preferences) when you use our applications or websites, we collect information about the pages you look at and how you use them.
- **Location information:** your smartphone or computer's IP address may tell us an approximate location when you connect to our websites but this will be no more precise than the city, state or country you are using your device in.

- **Device and machine information:** information about the computer hardware and software on your computers and smartphones that is used to connect or communicate with us.
- **Advertising and Direct Marketing:** information about how you respond, or interact with, any Direct Marketing or advertising communications directed to you, including any requests for these communications to stop.
- **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.

You are not required to provide to us any of the personal data described above, however, if you do not do so, you may not be able to purchase our products and services or the functionality of our products may be reduced.

### 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 to:

Reason or purpose	Personal data used
Provide our services to you and maintain your account (including handling any complaints you might make)	<ul style="list-style-type: none"> <li>• All the personal data in categories listed in Section 2.</li> </ul>
Take payment for our products and services and debt collection	<ul style="list-style-type: none"> <li>• Information and details of other people linked to your product</li> <li>• Transaction and payment information</li> <li>• Your contact details</li> </ul>
Deliver products to you	<ul style="list-style-type: none"> <li>• Information and details of other people linked to your product</li> <li>• Delivery information</li> <li>• Your contact details</li> </ul>
To deliver service communications	<ul style="list-style-type: none"> <li>• Your contact details</li> <li>• Information and details of other people linked to your product</li> </ul>

#### *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 to:

Reason or purpose	Personal data used
Investigating misuse of your account, crime and fraud	<ul style="list-style-type: none"> <li>• The personal data which is necessary for us to investigate the issue, which will depend on the nature of the problem.</li> <li>• At a minimum, this will include your name and contact information and information about your account and transaction history.</li> </ul>

#### *Where we process your personal data because there is a substantial public interest to*

We process these items of your personal data because there is a substantial public interest that the public has access to insurance products:

Reason or purpose	Personal data used
Insurance pricing and modelling	<ul style="list-style-type: none"> <li>• Contact details</li> </ul>

	<ul style="list-style-type: none"> <li>• Information and details of other people linked to your product</li> <li>• Claim history</li> </ul>
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**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 improve the services we provide to you, or to identify new services you might be interested in, or to advertise our services to you, including:

Reason or purpose	Personal data used
Maintain and improve our products and services, e.g. Optimise business processes, analyse performance of webpages, provide relevant content, ensure that you are not overexposed to digital activity, improve modelling and enhance marketing capability.	<ul style="list-style-type: none"> <li>• Contact details</li> <li>• Information and details of other people linked to your product</li> <li>• Credit information</li> <li>• Transaction and payment information</li> <li>• Delivery information</li> <li>• Purchase and account history</li> <li>• Lifestyle and demographic insight information (including information from connected devices such as Hive)</li> <li>• How you use mobile applications and websites</li> <li>• Location information</li> <li>• Advertising and Direct Marketing</li> </ul>
Staff training, like improving our customer's experience when talking to our call centre staff	<ul style="list-style-type: none"> <li>• All the personal data in categories listed in Section 2.</li> </ul>
Develop and extend our insurance products and services	<ul style="list-style-type: none"> <li>• All the personal data in categories listed in Section 2.</li> </ul>
Determine products and services that may be of interest to you	<ul style="list-style-type: none"> <li>• All the personal data in categories listed in Section 2 (but not your payment information).</li> </ul>
Direct Marketing. If you have not specifically consented to receive Direct Marketing, we will only send you Direct Marketing materials where we are allowed to because of law and you have not opted out of receiving direct marketing communications.	<ul style="list-style-type: none"> <li>• Contact details</li> </ul>
Market research, e.g. To enable British Gas to obtain feedback on customer experience, understand user behaviour to optimise and tailor activity, test the appeal of a new proposition for different customer groups.	<ul style="list-style-type: none"> <li>• Contact details</li> <li>• Purchase history</li> </ul>

**Where we process your personal data because you have allowed us to**

We process these items of your personal data because you have provided your consent to the processing, you may revoke your consent at any point, however this may affect our ability to provide our products and services to you:

Reason or purpose	Personal data used
Direct marketing	<ul style="list-style-type: none"> <li>• Contact details</li> <li>• Information and details of other people linked to your product</li> </ul>

### **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, developing new products and services and assess future providers of 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 you set up an account with us, purchase products or services from us, submit information via our websites or apps, complete forms we provide to you, enter our competitions and promotions, make a claim, make a complaint, exercise your statutory rights, contact us by phone, email or communicate with us directly in some other way.
- **Our website and apps:** we collect information about how you use them.
- **Other companies we work with:** provide us with information to help us deliver our products and services to you. These include:
  - **Companies in the same group of companies as us:** who may provide relevant information about the products and services bought from them.
  - **Underwriters:** who may provide information about claims and complaints
  - **Service engineers:** who will provide us with information about your Hive devices, and insured products in your home.
  - **Other companies' apps and products:** provide us with information if you connect them to our products or services.
- **Credit and Anti-fraud reference agencies:** provide us with information about your transaction and claim history, credit history and account management information.
- **Lead generation providers:** companies to which you give contact information, where you give permission for them to pass it on to us.
- **The government and regulators:** provide us with information about the complaints they receive
- **Social media:** information you submit to our social media accounts.
- **Our business customers:** provide us with information about their own customers.
- **The police:** may provide us with information.

### **5. Who we share your personal data with**

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

<b>Who</b>	<b>Examples</b>
Companies in the same group of companies as us	Our parent company, Centrica Plc and group companies including Centrica Hive Limited.
Advertising partners	Google Mediacom Affiliate Marketing Facebook Indicia Brandwatch Twitter Lithium
Underwriters and industry partners	<ul style="list-style-type: none"><li>• AXA Insurance UK plc: to provide insurance pricing and underwriting</li></ul>

	<p>services. You can check Axa's privacy notice here: <a href="http://www.axa.co.uk/privacy-policy/">www.axa.co.uk/privacy-policy/</a></p> <ul style="list-style-type: none"> <li>• AmTrust Europe Limited: to provide you with legal underwriting services.</li> <li>• Arc Legal Assistance Limited: to administer and handle legal claims.</li> <li>• DAS Group: to provide underwriting services.</li> </ul>
The government or our regulators	Information Commissioner's Office, Ofgem, Financial Conduct Authority, Prudential Regulation Authority.
Delivery companies	Royal Mail Grassroots Communis
Credit and Anti-fraud reference agencies	Equifax Experian CallCredit

We do not disclose personal data to anyone else.

## 6. Direct Marketing

**Email, SMS and post marketing:** from time to time, we may contact you by email, SMS or post with information about products and services we believe you may be interested in.

If you have not consented to receiving Direct Marketing communications, we will only send them to you when permitted to do so by law, but in all circumstances we will respect your marketing preferences which you set when you first create your account with us (or you first deal with us), or which you tell us about at a later time.

You can let us know at any time that you do not wish to receive marketing messages by sending an email to us at [privacy@centrica.com](mailto:privacy@centrica.com). You can also unsubscribe from our marketing by clicking on the unsubscribe link in any email marketing messages we send to you or by replying STOP to the number indicated on any marketing text messages we may send you.

## 7. Direct Marketing & Advertising on websites and mobile applications

You can find out more about cookies and how to manage their use by reading our cookie policy, which is available at: <https://www.britishgas.co.uk/global-maintenance/cookies-policy.html>

The details here provide a high level overview of how and where we capture and/or use personal data on our own and third party websites and mobile applications.

### British Gas Websites and Mobile Applications

When you visit any of our websites or download any of our mobile applications you will always be provided with access to the site's or application's own privacy notice and cookie policy.

Our aim is to ensure that our websites and mobile applications are always working optimally for those who use them. When you visit our websites and you are not logged in i.e. you are an anonymous visitor, we will use cookies and similar technologies - in accordance with your cookie preferences - to track anonymously details such as response times, the pages you view and the functionality you use. No individual is uniquely identifiable from this data and it is used purely to enable us to constantly review and improve these services.

Any adverts you may see whilst using the website anonymously will be generic in nature i.e. it will not use any personal data to 'personalise' the advert to you.

If you chose to complete an online application, enquiry or other form then the form will set out explicitly how the data you provide will be used.

When you are logged in we will use cookies and similar technologies - in accordance with your cookie preferences - to track your use of the site or application. In this instance some data may be recorded to your record to enable us to provide the best ongoing service to you.

In this instance any adverts you see may be tailored specially to you – for instance if you are already a home energy customer adverts for home energy would not be appropriate.

### **Third party websites and applications**

We work with advertising partners, including social media sites and providers, to show you advertising about our products and services, including those offered by group companies. This takes place on third party websites or mobile applications where our advertising partners have purchased advertising space. To provide you with the most appropriate advertising content, our advertising partners use information gathered anonymously via cookies and similar technologies about the websites, mobile applications, social media content and ads you interact with or view when connected to the Internet, as well as information which we provide to them, to make sure the advertising you see is more relevant to you

## **8. 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 may be transferred outside the countries where we and our customers are located. This includes countries outside the European Economic Area ("EEA") and to countries that do not have laws that provide specific protection for personal data. We have taken and continue to take steps to ensure all personal data is provided with adequate protection and that all transfers of personal data outside the EEA are done lawfully. Where we transfer personal data outside of the EEA to a country not determined by the European Commission 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 outside the EEA, such as the European Commission approved standard contractual clauses.

## **9. How long we keep personal data for**

We will keep your personal data for as long as necessary in order to achieve the processing purposes.

## **10. 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;
- the right to request that we port elements of your data either to you or another service provider;

- the right to object to us processing your personal data (where we do so only because you have consented, or because we are using automated means to make decisions that affect you); and
- the right to withdraw your consent to those processing activities which we carry out on the basis of consent, listed in section 3.

You will 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 by using the details above.

## **11. 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](mailto: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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