

1. British Gas Rewards and your personal data

For our Rewards programme, the data controller is British Gas Trading Limited.

This is our privacy notice for Rewards. 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 Trading Limited, the purposes for which these activities are performed and the legal bases that British Gas Trading 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. 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.

2. Personal data we collect

We collect the following types of personal data:

- **Your contact details and the contact details of people associated with your account:** information that allows us to contact you directly such as your name, email address, telephone number and addresses associated with your account or order.
- **Account information and details of other people linked to your account:** information about your account with British Gas including your login details for our websites and mobile applications, age, gender, date of birth, unique account number, unique customer identification, contract details, job details (e.g. boiler repairs), household details, property type, insurance policy details, nominees, executors, or people with a power of attorney and their details, premise details, previous supplier, proposed new supplier, meter and gas point numbers, meter details, energy consumption, tariff details, marketing preferences, repairs and service history, claims history, complaints details, incident details, and dispatch appointment details.
- **Purchase and account history:** records relating to the products and services which you have purchased or used.
- **Lifestyle and demographic insight information:** how you use our services and your connected devices such as Hive and information we receive from devices such as Hive Leak Sensor.
- **Responses to surveys, competitions and promotions:** including records of any surveys you respond to or your entry into any competitions 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.
- **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 preferences and responses:** 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 the Rewards services to you and maintain your account (including handling any complaints you might make)	<ul style="list-style-type: none"> All the personal data listed in Section 2

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 do so. We process the following categories of personal data, including:

Reason or purpose	Personal data used
Maintain and improve our products and services, e.g. Optimise business processes, quality assurance purposes, support efficient management of our staff, analyse performance of webpages and provide relevant content to you	<ul style="list-style-type: none"> All the personal data listed in Section 2
Develop new products and services. For example smart meters and connected devices	<ul style="list-style-type: none"> All the personal data listed in Section 2
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. However we will never send you direct marketing where you have opted out of receiving direct marketing communications	<ul style="list-style-type: none"> All the personal data listed in Section 2
For market research purposes	<ul style="list-style-type: none"> Your contact details and the contact details of people associated with your account Purchase and account history
Investigating misuse of the service, fraud and debt collection	<ul style="list-style-type: none"> All the personal data listed in Section 2
For the establishment, exercise or defence of legal claims	<ul style="list-style-type: none"> All the personal data listed in Section 2
Maintain accuracy and relevance of your data	<ul style="list-style-type: none"> All the personal data listed in Section 2

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

We process these items of your personal data when you have provided your consent to the processing, you may revoke your consent at any point:

Reason or purpose	Personal data used
Direct marketing	<ul style="list-style-type: none"> All the personal data listed in Section 2

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 and developing new products and 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 mobile applications:** we collect information about how you use them.
- **Our smart devices such as smart meters and other devices we provide:** 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.
 - **Other companies' apps and products:** provide us with information if you connect them to our products or services.
 - **Rewards Partners:** companies featured in Rewards tell us when you make use your Reward with them.
- **The government and regulators:** provide us with information about the complaints they receive.
- **Social media:** information you submit to our social media accounts.

5. Who we share your personal data with

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

Who	Examples
Rewards partners	GI Solutions – To fulfil Waitrose packs
Companies in the same group of companies as us	Our parent company, Centrica Plc
Advertising partners	<ul style="list-style-type: none"> • Google • Mediacom • Awin • Rakuten • Facebook • Indicia • Brandwatch • Twitter • Lithium
Companies that support our IT infrastructure or help us run our business	<ul style="list-style-type: none"> • Pega – To provide customer engagement and digital process automation for marketing; • EnergyLinx – To personalise landing pages; • Zeta – To send you emails; and • Adobe – To provide analytics of various Centrica websites
Police and law enforcement	<ul style="list-style-type: none"> • Police, Information Commissioner's Office.

6. Direct Marketing

Rewards is all about exciting offers and giveaways from us and other brands you love.

From time to time, we may contact you by email, SMS, telephone or post with information about our products and services we believe you may be interested in. When you call British Gas we may also provide you 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 these communications 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 update from time to 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. You can also unsubscribe from our marketing by clicking on the unsubscribe link in any email marketing messages or by replying STOP to the number indicated on any marketing text messages we may send to 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 Rewards customer adverts for Rewards 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 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.

You 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 below.

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.

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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