

1. British Gas Home Services and your personal data

For our HomeCare and On-Demand services, the data controller is British Gas Services Limited.

For our Central Heating and Installations services and our five year warranty, the data controller is British Gas New Heating Limited.

Our HomeCare and On-Demand and Central Heating and Installations services are referred to as the "Services" below.

This is our privacy notice for the Services. 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 in relation to the Services, the purposes for which these activities are performed and the legal bases that British Gas relies upon for 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.

2. Personal data we collect

Here we set out the details of the types of personal data we collect. We subsequently set out what we use the data for:

- **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, or someone else set up to pay your bill, 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.
- **Vulnerability information:** information that allows us to understand whether you are in a vulnerable situation, including health and disability information.
- **Financial information:** information that allows us to understand your creditworthiness and financial position.
- **Anti-fraud information:** where you purchase insurance products and services from us, we will carry out anti-fraud checks.
- **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.
- **Purchase and account history:** records relating to the products and services which you have purchased or used from us or other companies in the Centrica group.
- **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 and competitions:** 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, including call recordings, webchat and emails:** 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 via webchat or 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, as well as our pages and profiles on social media sites, and 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.
- **Rewards:** information about your Rewards account, including which rewards you choose.
- **Claim history and criminal convictions:** as part of our insurance pricing and modelling procedure we require information of your previous claims history and any criminal convictions.
- **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 and your business, 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:

Reason or purpose	Personal data used
Provide our services to you and maintain your account (including for pricing, quality assurance purposes, and handling any complaints you might make)	<ul style="list-style-type: none"> All personal information we collect as listed in Section 2
Take payment for our products and services and debt collection	<ul style="list-style-type: none"> Your contact details and the contact details of people associated with your account Account information and details of other people linked to your account Credit information Transaction and payment information Purchase and account history
Deliver products to you (e.g. a Boiler IQ or Leak sensor)	<ul style="list-style-type: none"> Your contact details and the contact details of people associated with your account Account information and details of other people linked to your account
Perform credit and anti-fraud checks (you can find more information about our credit checking process here . The three main credit reference agencies (Callcredit/TransUnion, Equifax and Experian) have produced a notice which sets out how they process personal data.)	<ul style="list-style-type: none"> Your contact details and the contact details of people associated with your account Account information and details of other people linked to your account Anti-fraud information Transaction and payment information
To deliver service communications (such as bills), and tailoring those communications to your circumstances	<ul style="list-style-type: none"> Your contact details and the contact details of people associated with your account Transaction and payment information
Answer your complaints or questions	<ul style="list-style-type: none"> The personal data which is necessary for us to deal with your complaint, which will depend on the nature of your complaint Your contact details and the contact details of people associated with your account Account information and details of other people linked to your account Transaction and payment information Purchase and account history
Deliver / provide servicing	<ul style="list-style-type: none"> Your contact details and the contact details of people associated with your account Account information and details of other people linked to your account
Manage claims you make	<ul style="list-style-type: none"> All personal information we collect as listed in Section 2 apart from vulnerability information.
Insurance pricing and modelling	<ul style="list-style-type: none"> All personal information we collect as listed in Section 2 apart from vulnerability information.

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:

Reason or purpose	Personal data used
Investigating misuse of your account, crime and fraud	<ul style="list-style-type: none"> The personal data which is necessary for us to investigate the issue, which will depend on the nature of the problem. At a minimum, this will include your name and contact information and information about your account and transaction history.
Look after customers who have a vulnerability	<ul style="list-style-type: none"> Your contact details and the contact details of people associated with your account Account information and details of other people linked to your account Vulnerability information
Assist law enforcement agencies, and other public authorities	<ul style="list-style-type: none"> The personal data processed for this purpose would depend on the scope of the enquiry, and will be limited to what is necessary to achieve the purpose of the request.

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, including assessing whether you can be moved to paperless billing 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"> Your contact details and the contact details of people associated with your account Account information and details of other people linked to your account Transaction and payment information Purchase and account history Records of your discussions with our customer support teams, including call recordings, webchat and emails Lifestyle and demographic insight information How you use mobile applications and websites Location information Device and machine information Advertising and Direct Marketing
Review the pricing and affordability of our products and services	<ul style="list-style-type: none"> Your contact details and the contact details of people associated with your account Account information and details of other people linked to your account Credit information Purchase and account history
Develop new products and services. For example new servicing products or fault detection services	<ul style="list-style-type: none"> Your contact details and the contact details of people associated with your account Account information and details of other people linked to your account Device and machine information Purchase and account history
Assess which of our products and services that may be of interest to you, e.g. To understand regional demographics and take up, tailor offers and recommendations to customers' needs and	<ul style="list-style-type: none"> Your contact details and the contact details of people associated with your account Account information and details of other people linked to your account

reward loyal customers. This includes matching your data with data we obtain from other companies, for example so that we do not advertise to you about a third party product or service that you already have	<ul style="list-style-type: none"> • Transaction and payment information • Purchase and account history • Lifestyle and demographic insight information • Rewards • Advertising and Direct Marketing
Recording on your credit file if you do not pay us what you owe, if you do not pay us on time, or if we sell a debt relating to you	<ul style="list-style-type: none"> • Your contact details and the contact details of people associated with your account • Purchase and account history
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"> • Your contact details and the contact details of people associated with your account • Account information and details of other people linked to your account • Purchase and account history • Transaction and payment information • How you use mobile applications and websites • Rewards • Advertising and Direct Marketing
For market research purposes, e.g. to understand how you use our products and services or how we might improve them	<ul style="list-style-type: none"> • Your contact details and the contact details of people associated with your account • Account information and details of other people linked to your account • Transaction and payment information • Purchase and account history • Lifestyle and demographic insight information • Responses to surveys, competitions and promotions • How you use mobile applications and websites • Device and machine information • Advertising and Direct Marketing
Protection of our staff	<ul style="list-style-type: none"> • All personal information we collect as listed in Section 2
Staff training	<ul style="list-style-type: none"> • All personal information we collect as listed in Section 2
For the establishment, exercise or defence of legal claims	<ul style="list-style-type: none"> • All personal information we collect as listed in Section 2
Maintain accuracy and relevance of your data	<ul style="list-style-type: none"> • All personal information we collect as listed in Section 2
Debt recovery relating to former customers	<ul style="list-style-type: none"> • Your contact details and the contact details of people associated with your account • Account information and details of other people linked to your account • Financial information • Transaction and payment information • Delivery information • Purchase and account history
Assist law enforcement agencies, and other public authorities	<ul style="list-style-type: none"> • The personal data processed for this purpose would depend on the scope of the enquiry, and will be limited to what is necessary to achieve the purpose of the request.

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">• Your contact details and the contact details of people associated with your account• Account information and details of other people linked to your account• Credit information• Purchase and account history• Transaction and payment information• Rewards• How you use mobile applications and websites• Advertising and direct marketing• Products and services that we have determined may be of interest to you
Loyalty and rewards schemes	<ul style="list-style-type: none">• Your contact details and the contact details of people associated with your account• Account information and details of other people linked to your account• Purchase and account history• Advertising and direct marketing

Where we process your personal data because of substantial public interest

We process these items of your personal data because there is a substantial public interest to provide insurance products.

Reason or purpose	Personal data used
Insurance pricing and modelling	<ul style="list-style-type: none">• Claim history and criminal convictions• Account information and details of other people linked to your account

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 and any smart devices you connect to 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.
 - **Service engineers:** who will provide us with information about your boiler, central heating, and any insured products.
 - **Debt collection agencies**
 - **Other companies' websites mobile applications 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 and credit history.
- **Third party data and insight providers:** companies which provide us with relevant information about you which we append to our existing records, to help us operate our business and deliver our services to you.
- **The government and regulators:** provide us with information about the complaints they receive.
- **Other people linked to your account:** if someone pays your bill on your behalf, or you are set up to pay someone else's bill, we may obtain information about you from them.
- **Insurance providers:** provide us with information about claims or complaints they receive from you or your representative.
- **Public registers:** such as the Land Registry provide us with information about your property.
- **Private registers:** such as Zoopla provide us with information about your property.

5. Who we share your personal data with

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

Who	Examples
Companies in the same group of companies as us	Our parent company, Centrica Plc
Any party approved by you	<ul style="list-style-type: none"> • A finance company, if you want to take out a financing service
Advertising partners	<ul style="list-style-type: none"> • Google • Mediacom • Awin • Rakuten • Facebook • Indicia • Brandwatch • Twitter • Lithium
Delivery companies	<ul style="list-style-type: none"> • Royal Mail • Grassroots • Communisis – Print and mail fulfilment • VST – To create braille and large print
Credit and Anti-fraud reference agencies	<ul style="list-style-type: none"> • Equifax • Experian • Callcredit/TransUnion

	These agencies have produced a notice which sets out how they process personal data.
Debt collection agencies	<ul style="list-style-type: none"> • TDX
Industry partners	<p>For warranty and servicing of boilers</p> <ul style="list-style-type: none"> • Worcester Bosch • Valiant Group <p>To comply with financial audit regulations</p> <ul style="list-style-type: none"> • Deloitte <p>To comply with Energy Company Obligation regulations set by The Office of Gas and Electricity Markets (Ofgem)</p> <ul style="list-style-type: none"> • GHE Solar • ECO Greendeals • Infinity Energy • Infinity Energy • Sustain • Trade Engine <p>To comply with Ofgem Smart meter installation requirements</p> <ul style="list-style-type: none"> • National Grid • CSP
The government or our regulators	<ul style="list-style-type: none"> • Information Commissioner's Office (ICO) • Office of Gas and Electricity Markets (Ofgem) • Financial Conduct Authority (FCA)
Ombudsman services	<ul style="list-style-type: none"> • If you raise a dispute or complaint and are eligible for review by an ombudsman service, we may share information pertinent to the complaint with the relevant ombudsman service.
Companies that help us run our business, support our IT infrastructure and to further understand our customers	<ul style="list-style-type: none"> • Trimble – To obtain and analyse geo information for field management reporting; • Survey Monkey – To answer business questions around customer perception / experience / understanding; • uSwitch – To deliver energy tariffs for your comparison; • Financial Ombudsman Service – To provide response on your complaints and questions; • GI Solutions – To fulfil Waitrose packs; • Zeta – To send you emails; • Virtuatel – To conduct automated customer surveys; • Pega – To provide customer engagement and digital process automation for marketing; and • Adobe – To provide analytics of various Centrica websites. • Optilead - optimising our online sign-up experience • IMI – providing communication through digital and voice channels, including SMS
Insurance providers and underwriters	<ul style="list-style-type: none"> • AXA Insurance UK plc

	<ul style="list-style-type: none"> • AmTrust Europe Limited
Legal expenses insurance providers	<ul style="list-style-type: none"> • Arc Legal Assistance Limited
Data and insight providers	<ul style="list-style-type: none"> • Experian
Law enforcement agencies and other public authorities	<ul style="list-style-type: none"> • Police forces • HMRC

6. Direct Marketing

Email, SMS, post and telephone marketing: 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 are an anonymous visitor, we will use cookies and similar technologies - in accordance with your cookie preferences - to track anonymous 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.

If you are logged in, or we can see that you were previously 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 HomeCare customer adverts for HomeCare would not be appropriate.

Third party websites, applications, and services

We work with advertising partners, including social media sites and providers and addressable TV service providers, to show you advertising about our products and services, including those offered by group companies. This takes place on third party websites, applications and services where we or our advertising partners have purchased advertising space.

To provide you with the most appropriate advertising content, this uses information gathered 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 (such as a hash of your email address or phone number), to make sure the advertising you see is more relevant to you.

The main third parties we work with are Facebook and Twitter.

Site	How to stop seeing ads from partners like us	Privacy notice
Facebook	https://www.facebook.com/help/568137493302217	https://www.facebook.com/about/privacy
Twitter	https://help.twitter.com/en/safety-and-security/privacy-controls-for-tailored-ads	https://twitter.com/en/privacy
Pinterest	https://help.pinterest.com/en/article/personalization-and-data	https://policy.pinterest.com/en/privacy-policy

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 ((1) where we have a legitimate interest to do so, as listed in section 3, but your rights override ours based on your particular situation (which you will need to explain to us), (2) where we are processing it for the purpose of direct marketing, or (3) because we are using automated means to make decisions that have a legal or similarly significant effect); 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 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 using the details below. We may require evidence of your identity before we are able to complete your request.

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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