

1. British Gas Feed-in Tariff Scheme and your personal data

When we are your Feed-in Tariff Licensee, the data controller is British Gas Trading Limited.

This is our privacy notice for our Feed-in Tariff Scheme. 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 our Feed-in Tariff Scheme, the purposes for which these activities are performed and the legal bases that British Gas relies upon for these processing activities.

This notice applies to personal data we hold about individuals (including company directors, or contacts on business accounts, as well as sole traders and partners). It does not apply to information which we hold about companies and other legal organisations.

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

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 unique account number, unique customer identification, contract details, household details, energy efficiency rating, property type, nominees, executors, or people with a power of attorney and their details, premises details, meter details, energy pattern, marketing preferences, complaints details, incident details, dispatch appointment details, and notes added to your account.
- **Energy generation and export information:** information about the energy from your generating equipment
- **Payment information:** information about payments made to you
- **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 our websites:** we use technology such as cookies (subject to your cookie preferences) when you use 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.
- **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 participate in the Feed-in Tariff Scheme.

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 (including making payments to you) and maintain your account (including for 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
To deliver service communications, 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 • Energy generation and export 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 and your contact preferences • Your contact details and the contact details of people associated with your account • Account information and details of other people linked to your account • Energy generation and export information • Payment information
Showing you your energy generation and export information	<ul style="list-style-type: none"> • Your contact details and the contact details of people associated with your account • Energy generation and export 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.
Attending to emergency situations	<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
Comply with OFGEM obligations (including providing information to OFGEM's Feed-in Tariff Register)	<ul style="list-style-type: none"> • Your contact details and the contact details of people associated with your account

	<ul style="list-style-type: none"> • Account information and details of other people linked to your account • Energy generation and export information • Payment information • Records of your discussions with our customer support teams
Understand the information we hold to ensure compliance with data protection legislation	<ul style="list-style-type: none"> • All personal information we collect as listed in Section 2
Internal and statutory audits	<ul style="list-style-type: none"> • All personal information we collect as listed in Section 2
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, 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 • Energy generation and export information • Lifestyle and demographic insight information • How you use our websites • Location information • Device and machine information • Advertising and direct marketing preferences and responses
Develop new 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 • Payment information
Assess which of our products and services may be of interest to you, e.g. To understand regional demographics and take up, tailor offers and recommendations to customers' needs and reward loyal 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 • Energy generation and export information • Payment information • Lifestyle and demographic insight information • Advertising and direct marketing preferences and responses
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 • Advertising and direct marketing preferences and responses

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 • Energy generation and export information • Payment information • Lifestyle and demographic insight information • Responses to surveys, competitions and promotions • How you use our websites • Device and machine information • Advertising and direct marketing preferences and responses
Management information reporting	<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 • Payment information • How you use our websites • Location information • Device and machine information
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
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 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, 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.
- **Your previous feed-in tariff provider:** to allow us to take over providing your feed-in payments
- **Our website and mobile applications:** we collect information about how you use them and any smart devices you connect to them.
- **Our energy generation and export meters and other devices we provide:** we collect information about your energy generation and output.

- **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 and metering engineers**
 - **Network operators and distributors:** to connect your meter to the energy network.
- **Anti-fraud 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, ombudsman services, and regulators:** for example, information about the complaints they receive, or to help us deliver services such as verifying eligibility for discount schemes
- **Social media:** information you submit to our social media accounts.
- **Other companies' apps and products:** provide us with information if you connect them to our products or services.
- **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.

We never sell your data to a third party for their own marketing use.

Who	Examples
The government or our regulators	<ul style="list-style-type: none"> • Office of Gas and Electricity Markets (Ofgem);
Companies in the same group of companies as us	Our parent company, Centrica Plc
Any party approved by you	
Delivery companies	<ul style="list-style-type: none"> • Communisis – Print and mail fulfilment • VST – To create braille and large print for less abled
Industry partners	<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
Your new feed-in tariff provider	<ul style="list-style-type: none"> • If you move to another provider, we will share information with them to enable them to take over paying you

Other energy companies, network companies and industry bodies	<ul style="list-style-type: none"> Other energy companies and industry bodies, including National Grid, as part of industry initiatives, the Theft Risk Assessment Service, or to help make it easier for you to switch suppliers
Ombudsman services	<ul style="list-style-type: none"> If you raise a dispute or complaint and are eligible for review by an ombudsman service, like the Energy Ombudsman Service, we may share information such as your contact details, meter readings, equipment, and payments
Trial partners	<ul style="list-style-type: none"> Companies we work with to test our new products and services
Network operators and distributors	<ul style="list-style-type: none"> National Grid
Companies that help us run our business, support our IT infrastructure and to further understand our customers	<ul style="list-style-type: none">
Law enforcement agencies and other public authorities	<ul style="list-style-type: none"> Police forces HMRC

6. 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 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

7. 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.

8. 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.

9. 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.

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.

10. 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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