

1. British Gas home smart meters and your personal data

If we supply your home with gas or electricity through a smart meter, British Gas Trading Limited is the data controller for the personal data we collect from your smart meter.

This privacy notice explains what data we collect from your smart meter and how we use it. It also explains your rights in relation to this data.

This notice doesn't cover personal data we collect about you in other ways. To find out about all the personal data we collect and process about our energy customers, please see our privacy notice for British Gas Home energy [here](#).

We may change this notice from time to time to make sure it is always up to date and accurate. Any changes we make will be posted on this page, and we'll 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. The data we collect from your smart meter

We collect the following data from your smart meter:

- Meter readings which tell us how much gas or electricity you've used and when you used it.
- Information about how your smart meter is working (for example, if it has any faults or has been tampered with).

Your smart meter doesn't store other personal information that could directly identify you, such as your name, address or bank account.

If you switch to another energy supplier, we won't have access to data from your smart meters after you leave us.

3. The choices you have about your data

You can choose how often your smart meters takes meter readings - this can be every 10 seconds, half hourly, daily or monthly. You can change your preference at any time by calling 0333 202 9821. The more meter readings we get, the more detailed breakdown of your usage we can give you.

We'll confirm in writing how often we'll take readings, along with what we'll use the data for. We'll do that once a year – and you can change your mind any time.

4. What we use the data from your smart meter for and why

If you have agreed to daily or monthly meter reading

We'll process the data from your smart meter in the following ways to fulfil the contract between us:

Reason or purpose
Provide our services to you and maintain your account (including for quality assurance purposes, and handling any complaints you might make)
Work out your bills
Deliver products and services to you which are linked to your smart meter
Deliver service communications (such as bills), and to tailor those communications to your circumstances

Answer your complaints or questions
Show you your energy consumption
Provide industry flows to ensure you are charged the right amount for your energy supply

We will process the data from your smart meter in the following ways because we have a legal obligation to:

Reason or purpose
Investigate misuse of your account, crime and fraud
Attend to emergency situations (including gas leaks)
Comply with OFGEM obligations and licence conditions
Understand the information we hold to ensure compliance with data protection legislation
Internal and statutory audits
Look after customers who have a vulnerability (e.g. if you are on the Priority Services Register)
Assist law enforcement agencies and other public authorities

We will process the data from your smart meter in the following ways because we have a legitimate interest to do so:

Reason or purpose
Maintain and improve our products and services, e.g. for quality assurance purposes and to make sure we buy energy efficiently
Staff training
For the establishment, exercise or defence of legal claims
Maintain the accuracy and relevance of your data
Debt recovery relating to former customers
Assist law enforcement agencies, and other public authorities

We will process the data from your smart meter in the following ways because you have given us your consent – for example by signing up to extra services or schemes. You can opt out of these extra services at any point:

Reason or purpose
Loyalty and rewards schemes (e.g. If you sign up for loyalty day rewards, we will use your energy usage to calculate the credits we add to your account).
BG App – If you download the app we will use data from your smart meter to deliver this service to you.

If you have agreed to half hourly meter readings

We will process the data from your smart meter in the ways we have listed for less frequent readings. And we will also use the data for the extra reasons listed below. We do this because you have given us your consent. You can withdraw your consent at any point by switching to less frequent meter readings.

Reason or purpose
Help you manage your energy use (For example, by sending you alerts if you go over a budget you've set for your gas or electricity use. Or by suggesting the best Hive schedule for you - if you have Hive Active Heating).
To send you personalised offers about Centrica products that can help you <u>manage your energy use</u> , for example our Hive Active Heating or Hive bulbs. We'll only do this if you're opted in for marketing.

To create a personalised energy report for you (if you manage your energy account online).
Use the data from your smart meter anonymously to improve our products and services

If you have agreed to 10 second meter readings for your electricity and 30-minute live meter readings for gas

We will process the data from your smart meter in the ways we have listed for less frequent readings. However, we will also use the data for the extra reasons listed below. We do this because you have given us your consent. You can withdraw your consent at any point by switching to less frequent meter readings.

Reason or purpose
Help you manage your home (For example, in future we may offer products that send you alerts if the data from your smart meter suggests that one of your appliances might have a fault).
To send you personalised offers about Centrica products that can help you <i>manage your home</i> , for example our Hive Leak Detection products. We'll only do this if you're opted in for marketing.

5. Who we share data from your smart meter with

We may share data collected from your smart meter with the following categories of third parties.

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

Who	Examples
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
Debt collection agencies	<ul style="list-style-type: none"> • TDX
Debt purchasers and potential purchasers	
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
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

Industry supervisory bodies	<ul style="list-style-type: none"> GasSafe and the Electrical Contractors Association (ECA)
The government or our regulators	<ul style="list-style-type: none"> Information Commissioner's Office (ICO); Office of Gas and Electricity Markets (Ofgem); Department for Business, Energy and Industrial Strategy;
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
Your housing association or landlord	
Network operators and distributors	<ul style="list-style-type: none"> National Grid
New energy provider	<ul style="list-style-type: none"> A company you pick to provide energy services
Your Green Deal provider	<ul style="list-style-type: none"> If you have a Green Deal, we may share information about you and your Green Deal energy supply with your Green Deal provider
Companies that help us run our business, support our IT infrastructure and to further understand our customers	<ul style="list-style-type: none"> Survey Monkey – To answer business questions around customer perception / experience / understanding; Zeta – To send you emails; Pega – To provide customer engagement and digital process automation for marketing; and IMI – providing communication through digital and voice channels, including SMS
Data and insight providers	
Law enforcement agencies and other public authorities	<ul style="list-style-type: none"> Police forces HMRC

6. Using the data from your smart meter to personalise our marketing

If you receive marketing from Centrica, we may use the information from your smart meter to personalise it.

For example, if you use a lot of electricity, we might send you a message promoting Hive energy-saving lightbulbs. However, we will only do this if you've said we can, for example, by agreeing to half hour or ten second meter readings.

We'll always respect the marketing preferences you've set for your energy account. So, if your preferences say you don't want marketing, we won't send you any even if you sign up to half hourly or ten second meter readings.

You can let us know at any time that you do not want 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.

To find out more

To find out full details of when we might send our energy customers marketing communications please see our privacy notice for British Gas Home energy [here](#).

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 to achieve the processing purposes.

9. Your rights in relation to your personal data

As well as the rights set out in section 3 (The choices you have about your smart meter data) you may also have the following general 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 4.

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.

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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