

PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL DATA

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest	How long will you use my personal data for?
To register you as a new customer	(a) Identity (b) Contact (c) Energy Supply (d) Credit Score	Performance of a contract with you	7 years post end of supply contract
To process and deliver your contracted services including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications (f) Energy Supply	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)	7 years post end of supply contract
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)	1 year post end of supply contract
To enable you to partake in a prize draw, competition or complete a survey	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications	a) Performance of a contract with you (b) Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business)	1 year post end of supply contract
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation	2 years
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)	2 years
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)	2 years
To make suggestions and recommendations to you about goods or services that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile (f) Energy Supply	Necessary for our legitimate interests (to develop our products/services and grow our business)	2 years
To provide you with information on your energy consumption trends, to allow you to better understand these and take steps to better manage your energy usage	Energy Supply	a) Performance of a contract with you b) Necessary to comply with a legal obligation c) Necessary for our legitimate interests (to develop our products/services and grow our business)	2 years post end of supply contract