

# Utilita Energy Hubs sale of goods Privacy information notice



Utilita is committed to the operation of fair processes in relation to the collection and use of personal information. This Privacy Information Notice explains how we will collect and use your personal information and is in addition to our terms and conditions for the sale of goods, which can be found at [www.utilita.co.uk/terms-and-conditions](http://www.utilita.co.uk/terms-and-conditions)

Utilita Energy Limited is the controller in respect of personal information used in connection with the sale of goods. If you have any questions or concerns in relation to this Privacy Information Notice you can contact our Data Protection Officer at [DPO@utilita.co.uk](mailto:DPO@utilita.co.uk) or write to us at:

FAO: Data Protection Officer,  
Utilita Energy,  
Hutwood Court,  
Bournemouth Road,  
Eastleigh,  
SO53 3QB

We may process personal information about you if you make a purchase in one of our Energy Hubs.

## 1. What types of information we may collect

1.1. To ensure that we can provide you the products and services you have requested from us we currently collect the following information:

1.1.1. Personal Identifiers such as your name, address, email address, phone number;

1.2. In some cases we may collect additional information from you that is not listed above. In these cases we will inform you at the point of collection and where appropriate seek your consent to collect the information or inform you why we require this additional information.

## 2. How we collect your information

2.1. We collect information about you from you directly. In particular:

2.1.1. we will ask for personal information as part of our refunds and returns process, when you return a purchased product;

2.1.2. we may collect information from you when you contact us to reserve a product;

2.1.3. we may collect information from you when you contact us;

## 3. Who do we share your information with

3.1 We do not share this information with any party outside of Utilita.

## 4. Why do we collect your information

4.1. We collect and process your information for a number of reasons but mainly to provide you with the products or services that you have requested from us. We process your data because:

4.1.1. you have purchased one of our products or are interested in purchasing one of our products (Contract);

4.1.2. you have explicitly agreed to us processing your data (Consent);

4.1.3. we are required to do so by law or enactment (Legal requirement);

4.2. We will only process your information where we have a legal basis to do so and we will notify you if it is different to the listed reasons above.

4.3. We will always use the information you have trusted us with in an expected and secure way.

## 5. How long will we hold your information

5.1. Depending on the information we hold we will remove your information over time in line with our data minimisation obligations. For example, we will only hold receipts for returned products for twelve months.

## 6. How we keep your information safe

6.1. Information we hold about you is stored on secure servers that are protected from external access using best practice in information technology. Staff access our systems by individual password protected schemes, which limit access to your data to those who need to use it to provide our Services.

6.2. Any returns receipts are uploaded onto our system and the physical receipt retained securely and destroyed appropriately following the required retention period.

## 7. Your data rights

**7.1.** Under Data Protection law you have rights to protect and look after your personal data.

**7.2.** You can also ask:

**7.2.1.** that we provide you access to your information;

**7.2.2.** that any inaccurate information we hold about you is corrected;

**7.2.3.** that we delete information about you in certain situations;

**7.2.4.** that we stop using your personal information for certain purposes;

**7.2.5.** us to revisit decisions made about you by completely automated means;

**7.2.6.** that personal data you have given us be provided to you in a common machine-readable format, or sent to a third party where this is technically feasible.

**7.3.** The rights set out above may apply in limited circumstances, and we may not always be able to comply with your request to exercise these rights. We will try to respond to a request to exercise your rights within one month. In some cases we may need to extend this timeframe by a maximum of two months, where this is required we will notify you without delay.

## 8. Staying connected with you

**8.1.** Where we contact you we will always identify ourselves to you clearly, if you are unsure of any contact made and want to confirm it is from us then please email into our Customer Service Team using [Customerservices@utilita.co.uk](mailto:Customerservices@utilita.co.uk) or give us a call on **03303 337 442**.

## 9. I have a concern, who can I contact?

**9.1.** We take every effort to ensure that your data is processed in a fair, transparent, and secure way. However, we understand that sometimes your experience with us may not be to the high standards we strive to uphold. In these rare cases we would encourage you to contact either our Complaints Team or if you have a concern about how we have handled your data our Data Protection Officer.

**9.2.** We will always take all appropriate steps to investigate and resolve your concerns. If we have been unable to resolve your concerns to your satisfaction you have the right to contact the Information Commissioners Office who are the relevant regulatory body.

**9.3.** To contact our Data Protection Officer please email [DPO@utilita.co.uk](mailto:DPO@utilita.co.uk) or write to us at:

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