

To fulfil the contract between us

Processing activity	Types of personal information used
When you become a customer of Utility Warehouse and purchase services from us	<ul style="list-style-type: none"> • Information about you
Billing and payments	<ul style="list-style-type: none"> • Information about you • Financial Information • Service and usage information • Service Communications • Land registry information
Product delivery and installation	<ul style="list-style-type: none"> • Information about you
Supplying you with your selected services	<ul style="list-style-type: none"> • Information about you • Service and usage information
Sending you service and product information (e.g. planned infrastructure work)	<ul style="list-style-type: none"> • Information about you • Service Communications
Resolving issues or faults with our services (e.g. engineer visits)	<ul style="list-style-type: none"> • Information about you • Service and usage information • Service Communications
Managing your account; including queries (e.g. change of name or, upgrading services, or any other changes made on the Clubhouse website) and complaint handling	<ul style="list-style-type: none"> • Information about you • Service Communications • Service and usage information • Financial information • Technical information • Marketing and communications information
Instructing service providers (e.g. engineer visits, broadband installation)	<ul style="list-style-type: none"> • Information about you • Service and usage information
Service related schemes (e.g. Feed in Tariff Scheme)	<ul style="list-style-type: none"> • Information about you • Service and usage information
Pricing and modelling home insurance	<ul style="list-style-type: none"> • Information about you • Financial information • Sensitive information

For legitimate business interests

Processing activity	Types of personal information used
Creating customer profiles to manage personal details and preferences	<ul style="list-style-type: none"> ● Information about you ● Service and usage information ● Marketing and communications information
Credit checking	<ul style="list-style-type: none"> ● Information about you ● Financial information
Collect money owed to us	<ul style="list-style-type: none"> ● Information about you ● Financial information
Analysing customer data to improve our service offering	<ul style="list-style-type: none"> ● Information about you ● Service and usage information
Recording and reviewing customer calls for staff training and quality assurance purposes	<ul style="list-style-type: none"> ● Information about you ● Service and usage information ● Service Communications
Prize draws and competitions (e.g. Win a Mini)	<ul style="list-style-type: none"> ● Information about you ● Marketing and communications information
Customer relationship building	<ul style="list-style-type: none"> ● Information about you ● Marketing and communications information
Customer surveys and feedback forms	<ul style="list-style-type: none"> ● Information about you ● Service and usage information ● Marketing and communications information
Communications about other similar utility and household services and benefits from time to time.	<ul style="list-style-type: none"> ● Information about you ● Service and usage information ● Service Communications ● Marketing and communications information
Using data analytics to improve our website, marketing, and customer experience	<ul style="list-style-type: none"> ● Technical information ● Service and usage information ● Information about you
Computing Partner commission	<ul style="list-style-type: none"> ● Information about you ● Service and usage information
Prevent or detect crime	<ul style="list-style-type: none"> ● Information about you ● Financial information ● Service and usage information ● Technical information

To comply with our legal and regulatory obligations

Processing activity	Types of personal information used
Vulnerable customer logging	<ul style="list-style-type: none">● Information about you● Service and usage information● Sensitive information
Sending communications relating to government initiatives (e.g. smart meter installations)	<ul style="list-style-type: none">● Information about you● Market and communications information● Service and usage information
Investigate energy account misuse	<ul style="list-style-type: none">● Information about you● Service and usage information
Respond to an enforcement agency request or court order	<ul style="list-style-type: none">● Information about you● Service and usage information● Financial information● Technical information● Sensitive Information

You have provided your consent

Processing activity	Types of personal information used
Apps (e.g. Clubhouse, Cashback Wizard)	<ul style="list-style-type: none">• Information about you• Technical information
Providing customer information to directory services (e.g. BT Phone Book)	<ul style="list-style-type: none">• Information about you
Adding you to the Priority Services Register	<ul style="list-style-type: none">• Information about you• Sensitive Information
Marketing activities	<ul style="list-style-type: none">• Information about you• Marketing and communications information
