

## To fulfil the contract between us

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

## For legitimate business interests

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

	<ul style="list-style-type: none"><li>• Third party data</li></ul>
<b>Computing Partner commission</b>	<ul style="list-style-type: none"><li>• Information about you</li><li>• Service and usage information</li></ul>
<b>Preventing or detecting crime</b>	<ul style="list-style-type: none"><li>• Information about you</li><li>• Financial information</li><li>• Service and usage information</li><li>• Technical information</li></ul>

## To comply with our legal and regulatory obligations

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

## You have provided your consent

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Processing activity	Types of personal information used
<b>Apps (e.g. My Account, Cashback Wizard)</b>	<ul style="list-style-type: none"><li>• Information about you</li><li>• Technical information</li></ul>
<b>Providing customer information to directory services (e.g. BT Phone Book)</b>	<ul style="list-style-type: none"><li>• Information about you</li></ul>
<b>Adding you to the Priority Services Register</b>	<ul style="list-style-type: none"><li>• Information about you</li><li>• Sensitive Information</li></ul>
<b>Adding you to any preference services (such as the TPS, CTPS, FPS)</b>	<ul style="list-style-type: none"><li>• Information about you</li></ul>
<b>Refer a friend</b>	<ul style="list-style-type: none"><li>• Information about you</li><li>• Marketing and communications information</li></ul>
<b>Marketing activities</b>	<ul style="list-style-type: none"><li>• Information about you</li><li>• Marketing and communications information</li></ul>