

To fulfil the contract between us

Processing activity	Types of personal information used
When you become a customer of Utility Warehouse and purchase products or services from us	<ul style="list-style-type: none"> • Information about you • Third party data
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 My Account 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
Collecting smart meter readings in accordance with the default period notified to you or the timing choice you've made	<ul style="list-style-type: none"> • Information about you • Service and usage information • Service Communications

For legitimate business interests

Processing activity	Types of personal information used
Creating customer and prospective 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 • Third party data
Credit checking	<ul style="list-style-type: none"> • Information about you • Financial information • Service and usage information • Third party data
Collecting money owed to us	<ul style="list-style-type: none"> • Information about you • Financial information • Third party data
Analysing customer and prospective customer data to improve our service offering	<ul style="list-style-type: none"> • Information about you • Service and usage information • Third party data
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 • Third party data
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 • Third party data
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 • Third party data

Computing Partner commission	<ul style="list-style-type: none">• Information about you• Service and usage information
Preventing or detecting 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
Investigating energy account misuse	<ul style="list-style-type: none"> • Information about you • Service and usage information
Responding 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. My Account, 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
Adding you to any preference services (such as the TPS, CTPS, FPS)	<ul style="list-style-type: none"> • Information about you
Refer a friend	<ul style="list-style-type: none"> • Information about you • Marketing and communications information
Marketing activities	<ul style="list-style-type: none"> • Information about you • Marketing and communications information