



Total Gas & Power Limited

## Privacy Notice

### INFORMATION ABOUT US

This information is given by Total Gas & Power Limited, a company incorporated under the laws of England with company registration number 2172239 having its registered office at Bridge Gate, 55-57 High Street, Redhill, Surrey RH1 1RX.

In this notice, “we”, “us” and “our” refer to Total Gas & Power Ltd as data controller, and “you” and “your” refer to the Customer, where the Customer is a living individual.

### WHAT DATA WE COLLECT

We and our outsourced customer service provider\* will process the following information, namely your:

- name
- address for billing purposes
- address of premises supplied
- contact details (telephone, mobile, email)
- identification documents (passport, driver’s licence, proof of address) where required from customers who generate electricity
- bank details
- credit rating
- consumption data (volume, when used, site at which used, and consumption profile based on industry type and location area)

and recordings of our telephone calls with you

for the purposes of

- entering into and performing your contract including invoicing you, collecting your payments and making payments to our suppliers
- energy procurement and forecasting
- administering any cash deposits or other security that we may require from you
- developing our products within the UK energy market

Postal Address: Bridge Gate, 55-57 High Street, Redhill, Surrey RH1 1RX, United Kingdom Website: [www.totalgp.com](http://www.totalgp.com)

Total Gas & Power Limited VAT Registration No. 689638949 Registered in England No. 2172239  
Registered Office: Bridge Gate, 55-57 High Street, Redhill, Surrey RH1 1RX, United Kingdom





### WHO WE SHARE YOUR DATA WITH

We will share such information (but not your bank details or identification documents) with your third party intermediary (if any), for the purposes of managing your contract with us.

We will share telephone recordings with our quality and compliance service provider, for audit purposes.

We will share your name, address and contact details with the energy distribution network or gas transmission network (as applicable), for the purposes of performing your contract.

We will also share your name, address and contact details with our meter asset provider, meter operator, meter reader (including our provider of automated meter reading services or smart or advanced metering services), consumption data collector and aggregator (as applicable) for the purpose of obtaining your consumption data. We and they may also use your consumption data to detect theft of gas or electricity. Each meter is allocated a site specific industry identifier (MPAN or MPRN) which is held on our systems and shared with these service providers for the purposes of performing your contract.

We may share your name, address, credit rating, likely energy consumption and invoice amounts with our credit risk insurers in order to decide whether to enter into, or continue with, your contract.

We will share your bank details with our bankers in order to collect your payments/pay any credits due to you. We also hold you debit/credit card details (when provided) in order to collect your payments.

We will share your data with our debt collectors for the purposes of debt recovery.

### WHERE WE STORE YOUR DATA

We will retain all the above information and store it either in the UK, or with our outsourced customer services provider\* in South Africa, for so long as we continue to supply you with energy, and thereafter for so long as it may be needed for the establishment, exercise or defence of any legal claim.





## YOUR RIGHTS

You have the right to obtain a copy of the above information, or rectification if it is inaccurate, or to have it completed if it is incomplete, or to have it erased because its retention is no longer necessary or because the information has been unlawfully processed. To do this, please write to:

Data Protection Liaison Officer

Total Gas & Power Ltd

Bridge Gate

55-57 High Street

Redhill RH1 1RX

You also have the right

- to restrict our processing of your information if you contest its accuracy, until we have verified the accuracy of the information;
- to restrict our use of your information if it has been unlawfully processed and you oppose its erasure;
- to restrict our processing of your information where we no longer need it but you require it for the establishment, exercise or defence of any legal claim

Where you exercise your right to restrict our processing of your information, it shall, with the exception of storage, only be processed with your consent or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest. Once you have obtained restriction of processing, we shall inform you before the restriction of processing is lifted.

We shall communicate any rectification or erasure of your information, or restriction of its processing, to each recipient to whom the information has been disclosed, unless this proves impossible or involves disproportionate effort. We shall inform you about those recipients if you request it.

You have the right to lodge a complaint with the Information Commissioner's Office, whose contact details are shown on [www.ico.org.uk](http://www.ico.org.uk), if you consider that the processing of your personal data infringes this Privacy Notice or any applicable data protection law.





### CHANGES TO THIS PRIVACY NOTICE

We may change this Privacy Notice from time to time (for example, if the law changes). Any changes will be immediately posted on our website and you will be deemed to have accepted the terms of the Privacy Notice on your first use of our website following the alterations. We recommend that you check this page regularly to keep up-to-date.

\*Our outsourced customer service provider is:

WNS Global Services (Pty) Limited, a private limited company registered in South Africa with company number 2003/017437/07, whose registered office is located at WNS House, Heron Crescent, Century City, 7441, Cape Town, South Africa ("WNS"). WNS has undertaken to implement technical and organisational security measures to protect personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access and against all other unlawful forms of processing.

