

Privacy Information Notice

July 2025



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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 of supply, which can be found at utilita.co.uk/terms-and-conditions

Utilita Energy Limited is the controller in respect of personal information used in connection with the supply of Services. 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 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 whether or not you are an existing customer or we supply you under a Deemed Contract as a domestic customer. For more information about Deemed Contracts, visit utilita.co.uk/deemed-contracts

1.1.6. App additional services data such as property size and composition, occupancy, appliance information, information on your habits, and other information regarding your property that you provide us for the specific services;

1.1.7. Financial data such as banking details, payment card data, credit score, payment history associated with your energy account, information regarding any relevant benefits, and information regarding your energy account balances;

1.1.8. Vulnerability information such as details of financial hardship, physical or mental vulnerabilities, carer details, information regarding any disabilities you may have, and temporary vulnerabilities that are relevant to your energy supply; and,

1.1.9. Any other relevant information you make available to us via email or letter in relation to correspondence about your products or services.

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.

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, date of birth, and legal identification documents;

1.1.2. Meter and property information such as meter serial numbers, property size and type, Meter point administration numbers, and identification numbers associated with the supply of energy to your property;

1.1.3. Smart meter information such as the state of your meter, location of the meter, and usage data in accordance with your selected frequency;

1.1.4. Energy efficiency measure information such as the location of the measure, the usage of the measure, the age of the measure, who installed the measure and, any other information that may be relevant in assessing your suitability for a new measure;

1.1.5. App usage data such as device type, operating systems, and information about how you use our App;

How we collect your information

2.1. We collect information about you from a number of different sources including from you directly and from third parties. In particular:

2.1.1. we will ask for personal information as part of your application, or when you register online to make a payment;

2.1.2. we will collect information from your smart meter;

2.1.3. we may collect information from your previous supplier as part of the switching process;

2.1.4. we may collect information from third parties including credit reference agencies or debt chasing agencies, data validation providers, the owner of the property (or their representatives), the local authority, and other third parties that we use to confirm identity or address;

2.1.5. we will collect information from you when you contact us;

2.1.6. we may collect information about you from online services and through our App if you are a user; and,

2.1.7. we may collect information about you from industry partners or charities.

Who do we share your information with

3.1. We may share your information with:

- 3.1.1. our third-party subcontractors to provide our services to you;
- 3.1.2. your previous supplier or a new supplier on switching supply;
- 3.1.3. third parties to trace your identity or location and chase any debts on the account;
- 3.1.4. third party agencies to manage any support or welfare concerns that we may have (including gas or electricity network operators, the water industry, Citizens Advice Bureau, local councils, charities, and health agencies);
- 3.1.5. a third party you nominate to represent you (where you have told us that a third party is dealing on your behalf);
- 3.1.6. relevant industry partners, including the Theft Risk Assessment Services (to support detection and prevention of fraud and energy theft) or government departments and agencies to comply with regulation and relevant schemes including Green Deal and Eco;
- 3.1.7. emergency services such as the police and ambulance services;
- 3.1.8. local councils where you have opted in to provide you with additional support; and,
- 3.1.9. trusted third parties and partners that help us to deliver our services to you.

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 are receiving our products and services or are in the process of requesting to receive our products and services (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);
- 4.1.4. we have a legitimate business interest in improving our services that does not conflict with your own interests (Legitimate Interest);
- 4.1.5. we believe processing your data in specific ways is in the best interests of the public (Public Interest);
- 4.1.6. in some circumstances and where proportionate we believe processing your data is necessary to protect your physical, mental,

or emotional well-being (Substantial public interest); and,

4.1.7. in some cases we believe it is in your vital interests (Vital Interest).

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.

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 a telephone call recording for two years.

5.2. In most other cases we will hold onto your data for as long as you are a customer and then for two years after you have left our supply. This is to ensure that we can close your account with us and refund any money that may be owed. This does not include financial data which will be kept in accordance with national tax requirements.

Priority services customers

6.1. Where you tell us that you or a member of your household is vulnerable we will add you to our Priority Services Register. We will use this information to provide priority services and support.

6.2. Where you provide us with your vulnerability information we will share your information with selected third parties who help us to provide you with a priority service to ensure your needs continue to be supported. These can include;

- 6.2.1. Relevant charities;
- 6.2.2. Industry partners;
- 6.2.3. Water industry;
- 6.2.4. Citizens advice;
- 6.2.5. Local authorities;
- 6.2.6. Trusted partners that may contact you about additional support offerings.

Becoming a Credit customer

7.1. Utilita as an energy supplier may from time to time offer credit services to customers that are eligible. This will usually involve a credit check being processed to ensure that credit is suitable for you and meets your needs. We will also ensure to the best of our ability that the services we provide to you are safe and practicable.

7.2. If you are a PAYG customer or new customer and apply for a credit account then we will use our trusted third-party to perform a credit check.

7.3. We will also send data to this third party from time to time to reflect the status of your credit product.

7.4. Where you are applying for credit please ensure you read the below CRAIN notice.

CREDIT REFERENCE AGENCY INFORMATION NOTICE (CRAIN)

To process your application, we will perform credit and identity checks on you with one or more credit reference agencies ("CRAs").

To do this, we will supply your personal information to CRAs and they will give us information about you. This will include information from your credit application and about your financial situation and financial history. CRAs will supply to us both public (including the electoral register) and shared credit, financial situation and financial history information and fraud prevention information.

We will use this information to:

- ✓ Assess your creditworthiness and whether you can afford to take the product;
- ✓ Verify the accuracy of the data you have provided to us;
- ✓ Prevent criminal activity, fraud, and money laundering;
- ✓ Manage your account(s);
- ✓ Trace and recover debts; and
- ✓ Ensure any offers provided to you are appropriate to your circumstances.

We will continue to exchange information about you with CRAs while you have a relationship with us. We will also inform the CRAs about your settled accounts. If you borrow and do not repay in full and on time, CRAs will record the outstanding debt. This information may be supplied to other organisations by CRAs.

When CRAs receive a search from us they will place a search footprint on your credit file that may be seen by other lenders.

If you are making a joint application or tell us that you have a spouse or financial associate, we will link your records together, so you should make sure you discuss this with them, and share with them this information, before lodging the application. CRAs will also link your records together and these links will remain on your and their files until such time as you or your partner successfully files for a disassociation with the CRAs to break that link.

The identities of the CRAs, their role also as fraud prevention agencies, the data they hold, the ways in which they use and share personal information, data retention periods and your data protection rights with the CRAs are explained in more detail at transunion.co.uk/crain. CRAIN is also accessible from each of the three CRAs – clicking on any of these three links will also take you to the same CRAIN document:

- ✓ TransUnion – transunion.co.uk/crain
- ✓ Equifax – equifax.co.uk/crain
- ✓ Experian – experian.co.uk/crain

How we keep your information safe

8.1. 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.

8.2. Any payment transactions that we process will be encrypted using COMODO SSL certification technology. We will not transfer your personal data outside of the EEA (European Economic Area), except to a country offering the same level of protection for your personal data.

Your data rights

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

9.2. You can also ask:

- 9.2.1.** that we provide you access to your information;
- 9.2.2.** that any inaccurate information we hold about you is corrected;
- 9.2.3.** that we delete information about you in certain situations;
- 9.2.4.** that we stop using your personal information for certain purposes;
- 9.2.5.** us to revisit decisions made about you by completely automated means;
- 9.2.6.** 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.

9.3. 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.

Staying connected with you

10.1. Where you have asked us to, we may use your information to let you know about new and existing products and services that we believe you may be interested in.

10.2. If you have opted in to receive marketing you can opt out at any time by ticking the boxes on the relevant data collection forms or contacting our Customer Services Team.

10.3. Please note that if you have opted out of marketing, we will still send you service updates and communications that are relevant to the products or services you receive from Utilita.

10.4. 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** or give us a call on **03303 337 442**.

I have a concern. Who can I contact?

11.1. 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.

11.2. 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.

11.3. To contact our Data Protection Officer please email **DPO@utilita.co.uk** or write to us at:

**FAO – Data Protection Officer, Utilita Energy,
Hutwood Court, Bournemouth Road, Eastleigh,
SO53 3QB.**