

Utilita Extra

Utilita Competitions

Privacy Information Notice

Version 2.2



Utilita Energy is committed to the operation of fair processing in relation to the collection and use of personal information. This Privacy Information Notice explains how we will collect and use your personal information when you enter a competition operated by Utilita Energy Limited.

Utilita Energy Limited is the controller in respect of personal information used in administering the competitions. 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 Utilita Energy Limited, Hutwood Court, Bournemouth Road, Chandlers Ford, Eastleigh, SO53 3QB.

We will only process your information for the competition where you have consented to join the competition and in accordance with the relevant competition terms (including, without limitation, Utilita Extra competitions, social media competitions and energy hub competitions) which can be found here: utilita.co.uk/terms

1. What information we may collect and how we use it

1.1. We collect information about you:

1.1.1. When you enter a competition;

1.1.2. When you have won a competition to deliver the prize.

1.2. The information we may collect includes:

1.2.1. Name;

1.2.2. Social media handle;

1.2.3. Customer reference number;

1.2.4. Date of Birth;

1.2.5. Email address;

1.2.6. Postal address;

1.2.7. Phone number;

1.2.8. An image of an entrant.

1.3. We use this information to identify you, to administer the competition, select a winner, provide the prize, and publicise the winner of the competition.

1.4. We may collect and process information relating to vulnerabilities or health related problems where it is relevant. We will only collect and use this information with your explicit consent.

1.5. We may share your information with:

1.5.1. Third parties who are involved in providing the prize such as entertainment companies, event management companies, football clubs, Utilita Arena partners and any other company which may be involved in delivering the prize;

1.5.2. Industry partners including, without limitation, the Advertising Standards Authority.

1.6. When entering a competition, the third party who is involved with delivering a prize will be displayed. If this is not the case the winner of the competition will be informed of any third party involved in the delivery of the prize.

1.7. If you have won a prize, we will ask you to consent to Utilita Energy Limited using some of your information for publicity purposes. In most cases this will only be to advertise that a prize has been won. You can refuse to allow us to process your data in this way but you acknowledge and accept that, if you agree to this processing and later change your mind, Utilita Energy Limited may not be able to remove all publications if they have been shared by other parties. To find out more about our publicity requirements, please refer to the relevant competition terms.

2. Our legal bases for collecting and processing your personal data

2.1. Our legal basis for collecting this information is you consenting when entering the competition.

3. How we look after your information

3.1. 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 limits access to personal data to those who need to use it to provide our services.

3.2. If the delivery of a prize involves sending your personal information to a third party. Your information will be transferred using best practice in information security and only those who have a need to view this information will be allowed access.

4. Your rights

4.1. Under Data Protection law (including, without limitation, the Data Protection Act 2018 and the General Data Protection Regulation (GDPR)), you have rights in relation to the information we collect and process about you.

4.2. You have the right to ask us for your personal information that we hold and process about you. This is known as a subject access request.

4.3. You can also ask:

4.3.1. That any inaccurate information we hold about you is corrected;

4.3.2. That we delete information about you for certain purposes;

4.3.3. That we don't make decisions about you by completely automated means;

4.3.4. 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.

4.4. 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 1 month. If we are unable to exercise your rights within 1 month, we will notify you in writing.

4.5. To find out more about your rights please visit the Information Commissioners Officer website.

5. I have a concern. Who can I contact?

5.1. If you have any concerns about the way we collect, use, share or protect your personal information, you can make a complaint by emailing our Data Protection Officer, calling us, or writing to us using the contact address shown at the top of this Privacy Information Notice.

5.2. Please provide as much detail as possible so that we can understand and investigate your concerns. We will acknowledge your complaint within 30 days of receiving it and will keep you informed of the outcome of our review.

5.3. If you are not satisfied with the outcome of your complaint or we have been unable to resolve your concerns, you have the right to contact the Information Commissioners Office who are the relevant regulatory body.

6. Changes to the Privacy Information Notice

6.1. Any changes we make to our Privacy Information Notice will be posted online or included in communications to you from time to time.