Northern Gas and Power

Privacy Policy

1. INTRODUCTION

Welcome to the Northern Gas and Power Privacy Policy.

In this Privacy Policy, when we refer to:

- **we**, **us**, **our**, **Northern Gas and Power**, or **NGP**, we are referring to:
  - Northern Gas & Power Ltd; and
  - NGP Utilities Limited;
- **you** and **your**, we mean any individual who:
  - uses our Website;
  - visits any of our UK premises (for example, one of our offices);
  - works for one of our Customers or Potential Customers;
  - works for one of our Suppliers; or
  - otherwise communicates with us;
- **Customers**, we mean any organisation that we provide our services to (which may include sole traders);
- **Potential Customers**, we mean any organisation (including sole traders) that we market our services to;
- **Suppliers**, we mean utilities companies that we work with in our role as independent energy procurement intermediary;
- **personal information**, we mean any information that can be used to identify you as an individual (whether alone, or if combined with other information);
- **services**, we mean our procurement and account management services, delivered in our role as independent intermediary, and (if applicable) our Flexer software service; and
- **Website**, we mean Global Energy Procurement | Northern Gas and Power (ngpltd.co.uk).

We respect your privacy, and are committed to protecting your personal information. In this Privacy Policy, we explain how and why we collect, process, use and disclose your personal information, and what rights you have in relation to our use of it.

In certain circumstances, you may have a right to object to our use of your personal information. For further information regarding this, please refer to the Your Rights section below.

From time to time, we may change this Privacy Policy. As a result, please refer to this Privacy Policy regularly to review any amendments.

2. WHO ARE WE?

This Privacy Policy covers the processing of personal information carried out by NGP, which as explained above is made up of two different legal entities.

When this Privacy Policy references **we**, **us** and **our**, it is therefore specifically referring to the relevant company in NGP responsible for processing your personal information. That entity will be the controller of your personal information (meaning it will be the entity that determines how your personal information is processed and for what purposes).

3. WHAT PERSONAL INFORMATION DO WE COLLECT AND HOW DO WE USE IT?

We may collect and process personal information about you in connection with a service provided or marketed to you (or to the organisation you work for) by us, through your use of our Website, via our social media pages, when you visit one of our premises, where we liaise with you in your role as employee of a Supplier, or where we otherwise communicate with you.

This can include a range of personal information, including:

- **Identity Data**: name, username, title;
- **Work Details**: job title and information about your organisation such as company name and business sector;
- **Contact Details**: postal address, email address, telephone number;

- **Financial and Transaction Details**: we may process your personal information in connection with bank account and payment card details, and details of the payments made and services received, to the extent such details reveal your personal information;
- **Technical Data**: includes internet protocol (IP) address, your login data, passwords, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our Website;
- **Photographs and Video Recordings**: when you visit one of our premises, we may record CCTV footage of you;
- **Marketing Preferences**: details of your preferences to receiving marketing from us and your communication preferences;
- **Complaints and Enquiries**: details of any complaints or enquiries that you may make to us (to the extent this includes your personal information); and
- **General Information:** including other personal information you may provide during communications with us (for example, if you provide us with personal information when we are discussing our services to you over the phone).

Where we need to collect personal information by law, or under the terms of a contract we have with you, and you fail to provide that personal information when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with our services). In this case, we may have to cancel a service you have with us, but we will notify you if this is the case at the time.

4. HOW WE COLLECT YOUR PERSONAL INFORMATION

We use different methods to collect personal information from and about you, including:

- **From you directly.** For example, you may provide us with your contact details and marketing preference information when signing up to receive our newsletters, or you may provide personal information about yourself we speaking to us on the phone which will be captured in call recordings.
- **Through third parties or publicly available sources.** For example, we may identify your contact details through publicly available sources such as through using Google search.
- **Through automated technologies.** Where you interact with our Website, we may automatically collect certain Technical Data about your equipment, browsing actions and patterns. We collect this information by setting cookies and other tracking technologies on our Website. Please see the Cookies section below for further information.

5. PERSONAL INFORMATION ABOUT THIRD PARTIES

In the course of using our Website, or through other interactions you may have with us, you may provide us with the personal information of third parties. For example, you may provide us with the information of a colleague when entering into a transaction on behalf of a Customer that you work for. In such cases, we will process such third party personal information in accordance with this Privacy Policy.

Where providing us with third party personal information, you confirm that the third party is happy for you to share their personal information with us, and that you have made them aware of this Privacy Policy.

6. USE OF YOUR PERSONAL INFORMATION

We collect and process your personal information for a number of different reasons. Under data protection laws, we require a legal basis in order to process your personal information for each of our processing purposes. These legal bases can be:

- where we have your **consent**;
- where the processing is **necessary for us to pursue a legitimate interest**, and our legitimate interests are not overridden by your interests or rights;
- where the processing is **necessary in order to comply with a legal obligation**; or
- where the processing is **necessary in order to protect your vital interests**.

We have set out in the table below the main purposes for which we process your personal information, along with the legal bases we rely upon for such processing.

Purpose	Legal Basis
Customers and Potential Customers	
To provide our services, and to carry out our obligations and exercise our rights that arise from any contracts that apply to the provision of our services.	We rely on our **legitimate interests** (as it is within our legitimate interests to fulfil contracts placed with us in the course of our business).
To communicate with you and other individuals, including to provide you with any information on the services you have requested and respond to any queries.	We rely on our **legitimate interests** (as it is within our legitimate interests to fulfil and manage contracts placed with us in the course of our business).
To perform analysis to improve our services, including asking you to leave a review or take a survey.	We rely on our **legitimate interests** (we need to study how you and/or our Customers/Potential Customers (as applicable) use our services, in accordance with our legitimate interest of ensuring our offering is tailored and improved).

Purpose	Legal Basis
To confirm, update and improve our customer records.	**Legitimate interests** (it is within our legitimate interests to ensure all Customer and Potential Customer information (including information about Customer/Potential Customer employees and contacts) is up to date and accurate).
To manage any service-related issues, including responding to any feedback or complaints and managing our relationship with you and our Customers and Potential Customers.	Necessary for our **legitimate interests** (being our interests in ensuring the services we provide are satisfactory, and ensuring our relationship with you and/or our Customers/Potential Customers is managed in an appropriate manner).
To carry out credit checks on our Customers and Potential Customers (to the extent this involves the processing of your personal information).	Necessary for our **legitimate interests** (as it is within our legitimate interests to assess eligibility for certain packages and proposals, to ensure we are providing an appropriate and tailored offering as part of our business).
To improve our services, including facilitating staff training.	We rely on our **legitimate interests** (we need to monitor calls between you and our staff, in accordance with our legitimate interest of ensuring our offering is the best it can be). Such call recordings may include your personal information (for example, if you reveal something about yourself when exchanging pleasantries with our staff).
To keep you informed of any of our other services, and identify and market services that may be of interest to you.	**Consent.** Necessary for our **legitimate interests** (to develop our services and grow our business).
To comply with our legal and regulatory obligations (including in connection with any court orders or requests from regulatory authorities), and to establish and defend our legal rights.	Necessary for compliance with a **legal obligation**. Alternatively, if we are not under a strict legal obligation, we may still have a **legitimate interest** (as we have an interest in cooperating with authorities, complying with laws, regulations, standards and codes of conduct, and in defending our rights).

Website Users	
To administer and protect our business and our Website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data).	Necessary for our **legitimate interests** (for running our business and ensuring we have appropriate cyber security). Necessary to comply with a **legal obligation**.
To deliver relevant content and advertisements to you on our Website and measure or understand the effectiveness of the content we serve to you.	**Consent** Necessary for our **legitimate interests** (to study how you use our services and Website, so that we can develop them, to grow our business and to inform our marketing strategy).
To use data analytics to improve our Website, services, marketing, and our relationships with you.	**Consent** Necessary for our **legitimate interests** (to define types of customers for our services, to keep our Website updated and relevant, to develop our business and to inform our marketing strategy).
To keep you informed of any of our other services, and identify and market services that may be of interest to you	**Consent** Necessary for our **legitimate interests** (to develop our services and grow our business).
To provide you with market updates via our newsletter.	**Consent**
To comply with our legal and regulatory obligations (including in connection with any court orders or requests from regulatory authorities), and to establish and defend our legal rights.	Necessary for compliance with a **legal obligation**. Alternatively, if we are not under a strict legal obligation, we may still have a **legitimate interest** (as we have an interest in cooperating with authorities, complying with laws, regulations, standards and codes of conduct, and in defending our rights).

Suppliers	
Where you work for a Supplier, we may process personal information about you in order to communicate with you and other individuals in connection with: a) the utilities proposals we collate with Suppliers; b) contracts we place with Suppliers; c) managing our relationship with our Suppliers; and d) any other queries or communications that arise resulting from our relationships with Suppliers.	This processing is necessary for our **legitimate interests**. We have a legitimate interest in processing your personal information so that we can efficiently communicate with our Suppliers (through you) and ensure that we are fulfilling our obligations to both our Suppliers and our Customers and Potential Customers.
To confirm, update and improve our Supplier records.	**Legitimate interests** (it is within our legitimate interests to ensure all Supplier information (including your personal information as a relevant employee of the Supplier) is up to date and accurate).
To comply with our legal and regulatory obligations (including in connection with any court orders or requests from regulatory authorities), and to establish and defend our legal rights.	Necessary for compliance with a **legal obligation**. Alternatively, if we are not under a strict legal obligation, we may still have a **legitimate interest** (as we have an interest in cooperating with authorities, complying with laws, regulations, standards and codes of conduct, and in defending our rights).
Visitors	
To manage who is entering our premises and to prevent unauthorised access to our premises.	**Legitimate interest** (we have an interest in processing your personal information to ensure that only authorised individuals have access to our premises).
To detect, investigate and prevent crime and manage commercial risks.	**Legitimate interest** (we have an interest in processing CCTV footage in our premises in order to prevent and detect any unacceptable activity).

You may also provide us with certain special category personal information (such as information in relation to your health, ethnicity, religious or philosophical beliefs, trade union membership or data concerning your sex life or sexual orientation). We do not collect and process special category personal information as standard, however it is possible that you will reveal such sensitive information to our staff, for example when speaking to them on the phone. In such cases, we will rely upon your **explicit consent** as our additional legal basis for processing this information.

It is possible we may process criminal convictions data about you through our use of CCTV at our premises (for example, if the CCTV footage captured you committing a crime). In such cases, we will rely upon **preventing or detecting unlawful acts** as our additional legal basis for processing this information.

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact our Head of Data Protection on the contact details referred to below.

If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

7. HOW WE MIGHT SHARE YOUR PERSONAL INFORMATION

When processing your personal information for the purposes set out above, we may share your personal information with third parties, including:

- our professional advisors, including our solicitors and accountants;
- our Suppliers, to help them arrange proposals and connect with you (where you are working for a Customer or Potential Customer);
- our third-party service providers who process information on our behalf (including our IT service providers);
- other companies within our 'Wider Corporate Group' (being Global Procurement Group Limited and all of its various subsidiaries);
- other third parties who may assist us in order to enforce our rights, or to protect our property and rights; and
- law enforcement bodies, including in order to comply with any legal obligation or court order.

We may also share personal information with third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them, which may include sharing personal information.

8. WHERE WILL WE TRANSFER YOUR PERSONAL INFORMATION TO?

We need to transfer personal information across our Wider Corporate Group to help operate our business efficiently, and this may involve transfers outside of the UK. We also may need to transfer your personal information outside of the UK where we share personal information with third parties.

We only make these arrangements or transfers where we are satisfied that adequate levels of protection are in place to protect your personal information, by ensuring that at least one of the following safeguards is in place:

- your personal information is being transferred to a country that has been deemed by the UK government to provide an adequate level of protection for personal information; or
- we ensure that we have a data transfer agreement in place with the overseas recipient of your personal information, which incorporates specific clauses that have been approved by the UK government.

For further information, please contact our Head of Data Protection using the contact details below.

9. RETENTION OF YOUR PERSONAL INFORMATION

We will only retain your personal information for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements.

We may retain your personal information for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you (or the organisation that you work for).

To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

For further information on how long we hold your personal information, please contact our Head of Data Protection using the contact details below.

10. MARKETING

From time to time, we may send you information regarding services that we perceive may be of interest to you or the organisation you work for. You may receive this information by letter, telephone or email. If, at any time, you prefer not to receive further marketing communications from us in any or all forms, you will have the ability to unsubscribe from such communications.

11. COOKIES

Our Website uses cookies and other tracking technologies (which we will generally refer to as “cookies”) to distinguish you from other users and help provide you with a tailored experience when you visit our Website. You can find further information about the cookies we set by visiting our Website, where you will also find details of how you can change your settings to block or delete cookies (although please note that this may impact your viewing and use of our Website).

12. OTHER WEBSITES

Our Website may include links to third party websites. We cannot control the content or the security of any third-party websites. Linking to such websites is done at your own risk and we make no representations as to those third-party websites’ content. We cannot be held responsible for any loss or damage incurred by you as a result of using third party websites. No links are intended to be, nor should be construed as, an endorsement of any kind by us of that other website. Third party websites are not governed by our Privacy Policy, and we encourage you to read the privacy policy of every website that you visit.

13. SECURITY

We place great importance on the security of all personal information that we process. We invest appropriate resources to protect your personal information from loss, misuse, unauthorised access, modification or disclosure. However, no internet-based site can be 100% secure, and we cannot guarantee the security of your personal information sent over the internet or by email. We therefore do not accept responsibility for unauthorised or unintended access that is beyond our control.

14. YOUR RIGHTS

Under data protection laws, you have certain rights with respect to your personal information. These include:

- **Right of access.** You have the right to receive a copy of the personal information we hold about you (subject to certain exemptions).
- **Right to rectification.** You have the right to ask us to correct your personal information where this is incomplete or inaccurate.
- **Right to erasure.** You have the right to ask for your personal information to be deleted (in certain circumstances).
- **Right to restriction.** You have the right to ask us to suspend our use of your personal information (in certain circumstances).
- **Right to portability.** In certain circumstances, you have the right to receive your personal information in a structured, commonly used and machine-readable format and for it to be transferred to another organisation, where technically feasible.
- **Right to object.** You have a right to object to our processing of your personal information (in certain circumstances, and subject to certain exemptions).
- **Right to withdraw consent.** Where we rely on consent as our legal basis for processing your personal information, you have the right to withdraw your consent at any time.

A number of these rights are subject to exemptions, and some are applicable only in certain situations. For further information on your rights, and when they apply, please visit https://ico.org.uk/for-the-public/. If you wish to exercise any of your rights, or discuss your rights with us, please contact our Head of Data Protection using the contact details provided below.

15. COMPLAINTS PROCESS

If you have a complaint about how we have handled your personal information, you may contact our Head of Data Protection using the details below, or you may follow the process on the Complaints section of our website (available here), and we will investigate your complaint.

We will acknowledge your complaint within 30 days of receipt, and will provide a full response without undue delay.

In addition to the rights listed above, you also have a right to complain to the relevant data protection authority. Under data protection law, you have a right to complain about our handling of your personal information to the data protection authority, which in the UK is the Information Commissioner's Office (**ICO**).

16. CONTACT US

If you have any questions about this Privacy Policy, please contact our Head of Data Protection, David Summerhayes, using the following contact details:

- emails to data.protection@ngpltd.co.uk; and
- letters to David Summerhayes, Baltic Place East Tower, South Shore Road, Gateshead, United Kingdom, NE8 3AE.

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