

Privacy Policy

Effective date: 21st June 2019

We are committed to respecting your privacy. This Policy is intended to inform you about how we collect, use and protect any personal data we collect about you when you download and/or use the App and the choices you have associated with that data. It sets out how we comply with the data protection laws and what your rights are.

Energisave Online Ltd of 29 Progress Park Orders Lane, Kirkham, Preston, Lancashire, PR4 2TZ. We are a Data Controller registered with the Information Commissioner's Office ("ICO") with registration number ZA022978. References to we, use or our in this Policy are references to Energisave Online Ltd.

We have appointed a data privacy manager who is responsible for the personal data collected and used by us; if you have any questions about this Policy, please use the details set out within the "**Contact Us**" section below.

This Policy (together with our App Terms and Conditions as set out [here](#), (together our "Terms") applies to your use of:

- The Energy Club mobile application ("App") which can be downloaded via the App Store or Google Play ("App Store"), once you have downloaded or streamed a copy of the App onto your mobile telephone or handheld device ("Device"); and
- Any of the services accessible through the App ("Services") which are available on the App.

This Policy provides details about:

- what personal data we collect
- where we collect your personal data from
- the purpose and legal basis for using personal data provided to us
- who we share your personal data with
- how long we will keep your personal data
- where we transfer your personal data to
- how we aim to protect your privacy
- your legal rights relating to your personal data

What Personal Data Do We Collect?

We may collect the following information about you:

- **Identity Data** including first name, last name, username or similar identifier, title.
- **Contact Data** including personal and/or business billing and delivery address, email address, telephone number (including mobile number)

- **Transaction Data** including details about payments to you.
- **Device Data** including the type of Device you use, a unique Device identifier (for example, your Device's IMEI number, the MAC address of the Device's wireless network interface, or the mobile phone number used by the Device), mobile network information, your mobile operating system, the type of mobile browser you use and time zone setting.
- **Content Data** including information stored on your Device, including login information, photos, videos or other digital content.
- **Profile Data** includes your username and password, in-App purchase history, your feedback and survey responses.
- **Usage Data** - including details of your use of any of our Apps or your visits to any of Our Sites including, but not limited to, traffic data and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access. such as the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data. Usage Data is data collected automatically either generated by the use of the App or from the App infrastructure itself (for example, the duration of a page visit).
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.
- **Location Data** including your current location disclosed by GPS technology. We use this data to provide features of our App, to improve and customise our App. You can enable or disable location services when you use our App at any time by way of your device settings

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific App feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this Policy.

We do not collect any special categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

We may use your personal data to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or the instructions provided in any email we send.

Where Do We Collect Your Personal Data From?

You

We may collect your personal data directly or indirectly from you, for example when you:

- engage with us during the course of our relationship with you or the organisation you work for;
- download our App to your device;
- register to use our App;
- communicate with us regarding our App to ask a question, report a problem or for any other reason; and
- raise a query, complaint, claim, legal dispute on behalf of yourself or the organisation you work for.

Third Parties

We may also collect personal data from third parties who have your consent or some other lawful basis for doing so including:

- professional bodies;
- credit reference agencies;
- Companies House;
- social media platforms including such as LinkedIn; Instagram, YouTube, Twitter or public Facebook page;
- your employer or the organisation you work for;
- our professional advisors including lawyers, accountants and other advisors;
- your professional advisors including lawyers, accountants and other advisors; and
- Government, local authorities or relevant regulators.

How Do We Use Your Data?

Purpose	Personal Information Used	Lawful Basis
To install the App and register you as a new App user	Identity Data, Contact Data, Financial Data, Device Data	Your consent
To process in-App purchases and deliver Services including managing payments and collecting money owed to us	Identity Data, Contact Data, Financial Data, Device Data, Transaction Data, Marketing and Communications Data, Location Data	Your consent Performance of a contract with you Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you including notifying you of changes to the App or any Services	Identity Data, Contact Data, Financial Data, Profile Data, Marketing and Communications Data	Your consent Performance of a contract with you Necessary for our legitimate interests (to keep records updated and to analyse how customers use our products/ Services)

		Necessary to comply with legal obligations (to inform you of any changes to our terms and conditions)
To enable you to participate in any interactive features of our App and in a prize draw, competition or complete a survey	Identity Data, Contact Data, Device Data, Profile Data, Marketing and Communications Data	Your consent Performance of a contract with you Necessary for our legitimate interests (to analyse how customers use our products/Services and to develop them and grow our business)
To administer and protect our business and this App including troubleshooting, data analysis and system testing	Identity Data, Contact Data, Device Data	Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security)
To deliver content and provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information	Identity Data, Contact Data, Device Data, Content Data, Profile Data, Usage Data, Marketing and Communications Data, Location Data	Consent Necessary for our legitimate interests (to develop our products/Services and grow our business)
To make recommendations to you about goods or services which may interest you	Identity Data, Contact Data, Device Data, Content Data, Profile Data, Usage Data, Marketing and Communications Data, Location Data	Consent Necessary for our legitimate interests (to develop our products/Services and grow our business)
To measure and analyse the effectiveness of the advertising we serve you	Identity Data, Contact Data, Device Data, Content Data, Profile Data, Usage Data, Marketing and Communications Data, Location Data	Consent Necessary for our legitimate interests (to develop our products/Services and grow our business)
To gather analysis or valuable information and monitor trends so we can improve the App	Identity Data, Contact Data, Device Data, Content Data, Profile Data, Usage Data, Marketing and	Consent Necessary for our legitimate interests (to develop our products/Services and grow our business)

	Communications Location Data	Data,	
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For some personal data you may not be under an obligation to provide it to us, but if you do not provide it then this may affect the functionality of the App and we may not be able to properly provide you with our Services or perform our arrangements with you or the organisation you represent.

Where you have given us your consent to use your personal data in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the “**Contact us**” section below. We will generally only process your personal data based on your consent in relation to direct marketing or in relation to the processing of special category data and information relating to criminal convictions and offences.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal data to the extent that we are entitled to do so on a basis other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide marketing information to you.

Direct Marketing

To ensure you are kept up to date, we use personal data for marketing purposes and may send you postal mail, texts and/or emails to update you on the latest offers and events. We may also show you online media communications through external social media platforms such as LinkedIn, Instagram, YouTube, Twitter and Facebook, and external digital advertisers such as Google.

You have the right to opt out of receiving marketing communications from us at any time, by:

- 1. informing us that you wish to change your marketing preferences by contacting our customer support team at support@the-energy-club.co.uk**
- 2. making use of the simple “unsubscribe” link in emails or the “STOP” number for texts; and/or**
- 3. contacting our data privacy manager using the details set out within the ‘Contact Us’ section below.**

This will not stop service messages such as order updates and other non-marketing communications.

Who Do We Share Your Personal Data With?

We may share your personal data with the following third parties:

- We may employ **third party service providers** and individuals to facilitate and support our App, provide the App on our behalf, perform App-related services or assist us in analysing how our App is used.
 - We use **Google Analytics** which is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our App. This data is shared with other Google services. Google may use the collected data to contextualise and personalise the ads of its own advertising network.
 - You may opt-out of certain Google Analytics features through your mobile device settings, such as your device advertising settings or by following the instructions provided by Google in their Privacy Policy: <https://policies.google.com/privacy?hl=en>
 - For more information on the privacy practices of Google, please visit the Google Privacy Terms web page: <https://policies.google.com/privacy?hl=en>
 - We use **behavioural remarketing** services to advertise on third party websites to you after you visited our App. We and our third-party vendors use cookies to inform, optimise and serve ads based on your past visits to our App.

Google Ads (AdWords) remarketing service is provided by Google Inc.

You can opt-out of Google Analytics for Display Advertising and customise the Google Display Network ads by visiting the Google Ads Settings page: <http://www.google.com/settings/ads>

Google also recommends installing the Google Analytics Opt-out Browser Add-on - <https://tools.google.com/dlpage/gaoptout> - for your web browser. Google Analytics Opt-out Browser Add-on provides visitors with the ability to prevent their data from being collected and used by Google Analytics.

For more information on the privacy practices of Google, please visit the Google Privacy Terms web page: <https://policies.google.com/privacy?hl=en>

- Other **third parties such as energy suppliers.**
- Other **companies within our group and affiliates.**
- **Purchasers, investors, funders and advisers** if we sell or negotiate to sell all or part of our business or assets or restructure our business whether by merger, re-organisation or otherwise.
- **Our advisors** including legal or other advisors.
- **Your advisors** including legal or other advisors.

- **Credit reference agencies** and other identification agencies so that we can assess your creditworthiness or verify your identity.

Under certain circumstances we may be required to disclose your personal data if required to do so by law or in response to valid requests by public authorities (e.g. a court/tribunal or a government agency), regulators, law enforcement agencies, security services, insurers.

These service providers have access to your personal data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

How Long Do We Keep Your Personal Data For?

We will not retain your personal data for longer than as is necessary for the purposes for which it has been obtained set out in this Policy and only then for as long as there is any risk of a potential claim, which will be dependent upon the limitation period for the particular type of claim.

Various laws, accounting and regulatory requirements applicable to us also require us to retain certain records for specific amounts of time. In relation to your personal data, we will hold this only for so long as we require that personal information for legal or regulatory reasons or for legitimate organisational purposes. We will not keep your data for longer than is necessary for the purposes for which we collect them.

We will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our App, or we are legally obligated to retain this data for longer periods. In some circumstances we will anonymise your Usage Data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this data indefinitely without further notice to you.

Our Data Retention Policy sets out the length of time we will usually retain personal data and where these default periods might be changed; you can request a copy of our Data Retention Policy by using the details set out in the “**Contact us**” section below. We have set out below the main retention periods which will apply:

- For individual contacts at customers and suppliers this will be for as long as we continue to have a relationship with that customer or supplier and for a period of 2 years afterwards.
- For marketing contacts it will generally be a period of 2 years after we were last in contact with you.
- For App users it will generally be a period of 2 years after you last used our App.
- For individuals seeking information, making complaints or otherwise corresponding with us it will generally be 2 years.
- For individuals attending an event it will generally be a period of 2 years after the event.

- In the event that you do not use the App for a period of 2 years then we will treat the account as expired and your personal data may be deleted.

Where Do We Transfer Your Personal Data To?

Your information, including personal data, may be transferred to, and maintained on computers located outside the United Kingdom and outside the EEA where the data protection laws may differ.

If you are located outside United Kingdom and choose to provide information to us, please note that we transfer the data, including personal data, to the United Kingdom and process it there.

We will take all the steps reasonably necessary to ensure that your data is treated securely and in accordance with this Policy and no transfer of your personal data will take place to an organisation or a country unless there are adequate controls in place including the security of your data and other personal information.

Please contact us using the details set out in the “**Contact Us**” section set out below if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

How Do We Protect Your Personal Data?

The security of your data is important to us but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee its absolute security.

Where we have given you (or where you have chosen) a password that enables you to access certain parts of Our Sites, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Once we have received your information, we will use strict procedures and security features to try to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way.

Systems are hosted in a secure data centre facility with no physical access to the equipment or servers. Data stored within the App is encrypted in accordance with industry standards. Access to the administration is restricted to those for which access is a necessary part of their role and any account with administrative access to the App is connected to an individual. Periodic Vulnerability and Penetration testing of the Software Application are completed.

We will collect and store personal data on your Device using application data caches and browser web storage (including HTML5) and other technology.

Certain Services include social networking, chat room or forum features. Ensure when using these features that you do not submit any personal data that you do not want to be seen, collected or used by other users.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator when we are legally required to do so.

What Rights Do You Have Under the General Data Protection Regulation?

If you are a resident of the European Economic Area (EEA) under the data protection laws you have certain rights relating to your personal data.

- **The right to be informed** about how your personal data is being used.
- **The right to request access** to personal data we hold about you.
- **The right to request that we delete** your personal data in certain circumstances, for example when the data is no longer necessary for the purposes for which we collected it.
- **The right of rectification** where the personal data is out-of-date, inaccurate or incomplete.
- **The right to object to certain automated decision-making processes** using your personal data including profiling.
- **The right to restrict processing** your personal data.
- **The right to data portability;** the right to be provided with a copy of the information we have on you in a structured, machine-readable and commonly used format and transferred to another data controller.
- **The right to object to processing your personal data and/or to withdraw consent** at any time where we relied on your consent to process your personal information.

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. However some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

Please note that we may request specific information in order to verify your identity before responding to such requests. This is another appropriate security measure to ensure that personal data is not disclosed to any personal who has no right to receive it.

Whilst this Notice sets out a general summary of your legal rights in respect of personal data, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

If you wish to exercise any of the above rights please use the details provided below within the "**Contact Us**" section.

You as have the right to complain to the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, SK9 5AF, United Kingdom if you believe we have not handled your personal data in accordance with the law. More information, including contact details, is available at <https://ico.org.uk>.

Links to Other Sites

Our App may contain links to other sites that are not operated by us. If you click a third party link, you will be directed to that third party's site. We strongly advise you to review the Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

Children's Privacy

Our App is not intended for use by anyone under the age of 18.

We do not knowingly collect personal data from anyone under the age of 18. If you are a parent or guardian and you are aware that your child has provided us with personal data, please contact us. If we become aware that we have collected personal data from children without verification of parental consent, we take steps to remove that information from our servers.

Changes to This Privacy Policy

We may update our Policy from time to time. We will notify you of any changes by posting the new Policy on this page.

We will let you know via email and/or a prominent notice on our App, prior to the change becoming effective and update the "effective date" at the top of this Policy.

You are advised to review this Policy periodically for any changes. Changes to this Policy are effective when they are posted on this page.

Contact Us

If you have any questions about this Policy, please contact us:

- By email: GDPR@energisave.co.uk
- By visiting our website: www.energisave.co.uk
- By phone number: 01772 689269