

Privacy Notice – MS Teams

This Privacy Notice explains the processing of personal data when using meetings and calls organised by Centrica plc or a Centrica group company ('Centrica', 'us', 'we', 'our') in Microsoft Teams. It applies to Centrica employees, contractors and authorised users.

Please note, Microsoft Teams provided by Centrica is a corporate resource and must be used by employees, contractors and other authorised users in accordance with our [Acceptable Use Standard](#).

Personal data we collect

We capture your personal data when you attend meetings and calls on Microsoft Teams. This includes your name, business contact details and, potentially, your profile image as well as your contributions to the meeting whether via chat or orally when the meeting is recorded or automatically transcribed. Video of you may also be captured if your camera is enabled. We may also capture usage data such as chat messages, meeting attendance and any shared files. We may also collect device and technical data such as IP address, device type, operating system and diagnostic data.

Our reasons for processing your personal data

Recordings, transcripts and summaries are used to support the purposes of the meeting itself, for example, to understand the contributions of participants; to facilitate access for absent participants; to capture decisions and action points; to provide evidence and assist in the production of formal records; to capture verbatim comments; and, for educational and training purposes.

Our legal basis for processing your personal data

We process your personal data on the basis of our legitimate interest to ensure secure and efficient business communications. We may also process your data to ensure compliance with any legal obligations such as sharing with regulators, auditors or law enforcement.

Our use of your personal data

Recordings, transcripts and summaries may be shared within Centrica where there is a clear justification for doing so, for example, circulating summaries to the wider project group to which the meeting relates; where the contents of the meeting are subject to investigation or review; where the recording is of a training event or presentation or where auditors, consultants and others authorised by Centrica have a clear justification for having access.

In certain cases, recordings, transcripts and summaries may be shared with external third parties, such as advisers and consultants for compliance and audit purposes.

Recordings, transcriptions and summaries are saved to the organiser's OneDrive or the channel SharePoint site by default for 60 days, however, this organiser may choose to retain the file longer and we may keep your personal data for as long as necessary in order to achieve the purposes above.

We may also use your personal data for improvements and troubleshooting such as using diagnostic data to maintain and improve service performance.

Personal data is stored in the UK or EU depending on the Microsoft tenant. Microsoft Teams complies with ISO 27001, ISO 27018 and GDPR standards. You can view Microsoft's own privacy statement [here](#).

Data sharing

We may share your data within Centrica with authorised colleagues and contractors for legitimate business purposes. We will only share your data with third parties where we have a lawful basis for doing so including the sharing with regulators and law enforcement where we have a legal obligation to share.

Your privacy rights

You will be notified at the beginning of the meeting that it is being recorded or transcribed through a “pop up” announcement in Microsoft Teams.

If you wish to object to the recording or transcription, you should inform the meeting organiser in advance of the meeting, if possible, or at the start of the meeting, so that appropriate alternative arrangements can be explored.

You have the following rights in relation to your personal data:

- To be told what personal data we collect and how we use it.
- To access your data.
- To request the correction of inaccurate personal data.
- To request the blocking or deletion of your data in certain circumstances.
- To request us to port elements of your data to you or another service provider in certain circumstances.
- To object to us processing your personal data, a) where your privacy rights override our legitimate interest in using your data; b) where we use it for direct marketing; c) where we use it in automated decisions that have a legal or other significant effect.
- To withdraw your consent where we rely on that consent to process your data.

Some of these rights depend on our lawful basis for collecting and using your personal data.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us using the details below.

Getting in touch

If you have any privacy-related questions or complaints, please get in touch with the data protection officer, either by writing to The Data Protection Officer, Centrica Plc, Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD, or by emailing privacy@centrica.com.

If you are unhappy with the way we are using your personal data you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.