

## 1. Energy For Tomorrow and your personal data

At Centrica, we are committed to protecting your privacy and ensuring the security of your personal data. This Privacy Notice explains how we collect, use, disclose, and protect your personal data in connection with Energy for Tomorrow's grants and activities.

Please note that this privacy notice applies only to your personal data. Information about companies or other legal entities is not personal data, and is not covered by this notice.

We may update this privacy notice from time to time to ensure it is always up to date and accurate. Any changes we may make to our privacy notice will be posted on this page, and we will communicate any significant changes to you.

You can contact Centrica's data protection officer by writing to The Data Protection Officer, Centrica Plc, Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD.

You can also contact our data protection officer at [privacy@centrica.com](mailto:privacy@centrica.com).

## 2. Personal data we process

We process the following types of personal data:

- **Your contact details and the contact details of people associated with your application / funded work:** information that allows us to contact you directly such as your name, email address, telephone number and addresses associated with your application / funded work.
- **Financial information:** information that allows us to understand your creditworthiness and financial position.
- **Exercising your rights:** if you exercise any of your statutory rights under data protection law, we will keep a record of this and how we respond.
- **Anti-fraud information:** applications may be subject to prevent fraud which may include but not limited to checks relating to: identification, director and or shareholder(s) registries, global sanctions and other watchlists, financial crime, adverse media, and nature of business activities.

You are not required to provide to us any of the personal data described above, however, if you do not do so, you or your organisation may not be eligible to apply for a grant.

## 3. What we use your personal data for and why

### *Where we process your personal data because we're legally obliged to*

We process these items of your personal data because we have a legal obligation to, including:

Reason or purpose	Personal data used
Understand the information we hold to ensure compliance with data protection legislation	<ul style="list-style-type: none"><li>• All personal information we collect as listed in Section 2</li></ul>
Internal and statutory audits	<ul style="list-style-type: none"><li>• All personal information we collect as listed in Section 2</li></ul>
Assist law enforcement agencies, and other public authorities	<ul style="list-style-type: none"><li>• The personal data processed for this purpose would depend on the scope of the enquiry, and will be limited to what is necessary to achieve the purpose of the request.</li></ul>

### *Where we process your personal data because we have a legitimate interest to*

We process these items of your personal data because we have a legitimate interest to do so. We process the following categories of personal data, including:

Reason or purpose	Personal data used
For the establishment, exercise, or defence of legal claims	<ul style="list-style-type: none"> <li>All personal information we collect as listed in Section 2</li> </ul>
Investigating actual or suspected crime and fraud	<ul style="list-style-type: none"> <li>The personal data which is necessary for us to investigate the issue, which will depend on the nature of the problem</li> </ul>
Assess your eligibility for a grant or other support and, if granted, to provide the grant or agreed support	<ul style="list-style-type: none"> <li>All personal information we collect as listed in Section 2</li> </ul>
Perform credit and anti-fraud checks to verify your financial probability and suitability for a grant.	<ul style="list-style-type: none"> <li>Your contact details and the contact details of people associated with your application / funded work</li> <li>Financial information</li> </ul>
Answer your questions	<ul style="list-style-type: none"> <li>The personal data which is necessary for us to deal with your queries, which will depend on the nature of your request and your contact preferences</li> </ul>

#### ***Where we process your personal data so you can't be identified any more***

We may anonymise and aggregate any of the personal data we hold (so that it does not identify you). We may use anonymised and aggregated information for purposes that include testing our IT systems, research, data analysis, improving our site, apps and developing new products and services

#### **4. Sources we collect your personal data from**

We will collect personal data from a number of sources. These include:

- **Directly from you:** when you apply, or complete forms we provide to you (including forms that may be hosted by our processors) in order to process eligibility criteria, make a claim, make a complaint, exercise your statutory rights, contact us by phone, email or communicate with us.
- **Credit and Anti-fraud reference agencies:** provide us with information about your transaction and claim history and credit history.

#### **5. Who we share your personal data with**

We share personal data with the following categories of third parties.

We never sell your data to anyone outside the Centrica group for their own marketing use.

Who	Examples
Any party approved by you	<ul style="list-style-type: none"> <li>Other people named on your grant application</li> </ul>
Credit and Anti-fraud reference agencies	<ul style="list-style-type: none"> <li>Equifax</li> <li>Experian</li> <li>Callcredit/TransUnion</li> </ul> <p>These agencies have produced <a href="#">a notice</a> which sets out how they process personal data.</p>

Industry partners	To comply with financial audit regulations <ul style="list-style-type: none"> <li>• Deloitte</li> </ul>
The government or our regulators	<ul style="list-style-type: none"> <li>• Information Commissioner’s Office (ICO);</li> <li>• Office of Gas and Electricity Markets (Ofgem);</li> <li>• Financial Conduct Authority (FCA)</li> <li>• Department for Business, Energy and Industrial Strategy</li> </ul>
Companies that help us run our business and support our activities	<ul style="list-style-type: none"> <li>• Microsoft – email and hosted services provision</li> <li>• Survey Monkey- To answer business questions around customer perception/experience/understanding</li> <li>• Cognizant- to help us run our business</li> <li>• Kura- to help manage customer contact</li> <li>• EXL- to help us run our business</li> <li>• BriteVerify- to ensure accuracy of your data</li> <li>• Generation Community Ventures</li> </ul>
Law enforcement agencies and other public authorities	<ul style="list-style-type: none"> <li>• Police forces</li> <li>• HMRC</li> <li>• Other law enforcement authorities</li> </ul>
A potential purchaser or acquirer of all or part of our business or operations	

## 6. Transferring your personal data internationally

Energy For Tomorrow is part of a global organisation and in common with other organisations, we use third parties located in other countries to help us run our business. As a result, personal data may be transferred outside the countries where we and our customers are located. This includes countries outside the UK or European Economic Area ("EEA") and to countries that do not have laws that provide specific protection for personal data. We have taken steps to ensure all personal data is provided with adequate protection and that all transfers of personal data outside the UK/EEA are done lawfully. Where we transfer personal data outside of the UK/EEA to a country not determined as providing an adequate level of protection for personal data, the transfers will be under an agreement which covers the requirements for the transfer of personal data outside the EEA, such as the European Commission approved standard contractual clauses or the UK ICO’s international data transfer agreement or addendum.

## 7. How long we keep personal data for

We will keep your personal data for as long as necessary in order to achieve the processing purposes, including getting in touch with you if there are future campaigns which might be relevant to you.

## 8. Your rights in relation to your personal data

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

- the right to be informed about the personal data we collect, how your personal data is being used, and from whom we collect your personal data when we obtain it from other sources;
- the right to access the personal data we hold about you;

- the right to request the correction of inaccurate personal data we hold about you;
- the right to request the blocking or deletion of your personal data in some circumstances;
- the right to request that we port elements of your data either to you or another service provider;
- the right to object to us processing your personal data (where we do so only because you have consented, or because we are using automated means to make decisions that affect you); and
- the right to withdraw your consent.

You only have the benefits of some of the above rights in limited circumstances, which depend on the legal reason why we collected 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.

## **9. 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](mailto: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.

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