



GO GAS AND POWER

Privacy Policy

The type of personal information we collect

We may collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Company information (for example, address details, Limited Company or Sole Trader details, company credit score)
- Bank account details and other financial information.
- Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data.
- Information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters;
- Any other information that you choose to send to us.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To notify you about changes to our service.
- To respond to requests, enquiries and complaints received from you.
- To assess eligibility for products and services requested by you.

We use the information that you have given us in order to carry out the service that we provide.

We may share this information:

- To Energy Suppliers whom are Authorised and Regulated by the UK Energy Regulator (OFGEM).
- With UK Power Networks, Xoserve, and our contract processor, UD Software Solutions Group Ltd T/A POWWR, Company Reg 06904669.
- In connection with any legal proceedings or prospective legal proceedings.
- In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- To the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling; and
- To any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

Except as provided in this privacy policy, we will not provide your information to third parties.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting us via one of the contact methods at the end of this document.
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

How we store your personal information

Your information is securely stored in line with our Data Protection and Security Policy.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using one of the methods below if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint via:

Telephone: 0191 605 3495

Alternatively, you may **write to us at:**

Go Gas and Power Limited

Office 19c

Durham Workspace

Abbey Road

Durham

DH1 5JZ

Email: contactus@gogapuk.com

If we are unable to resolve your complaint immediately, we will aim to resolve your concerns as soon as possible. You will receive an acknowledgement email or letter within five working days, and we will keep you informed regarding the progress of your complaint.

ICO Details

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>



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Tel: 0191 605 3495

Email: contactus@gogapuk.com

Web: www.gogasandpower.com

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