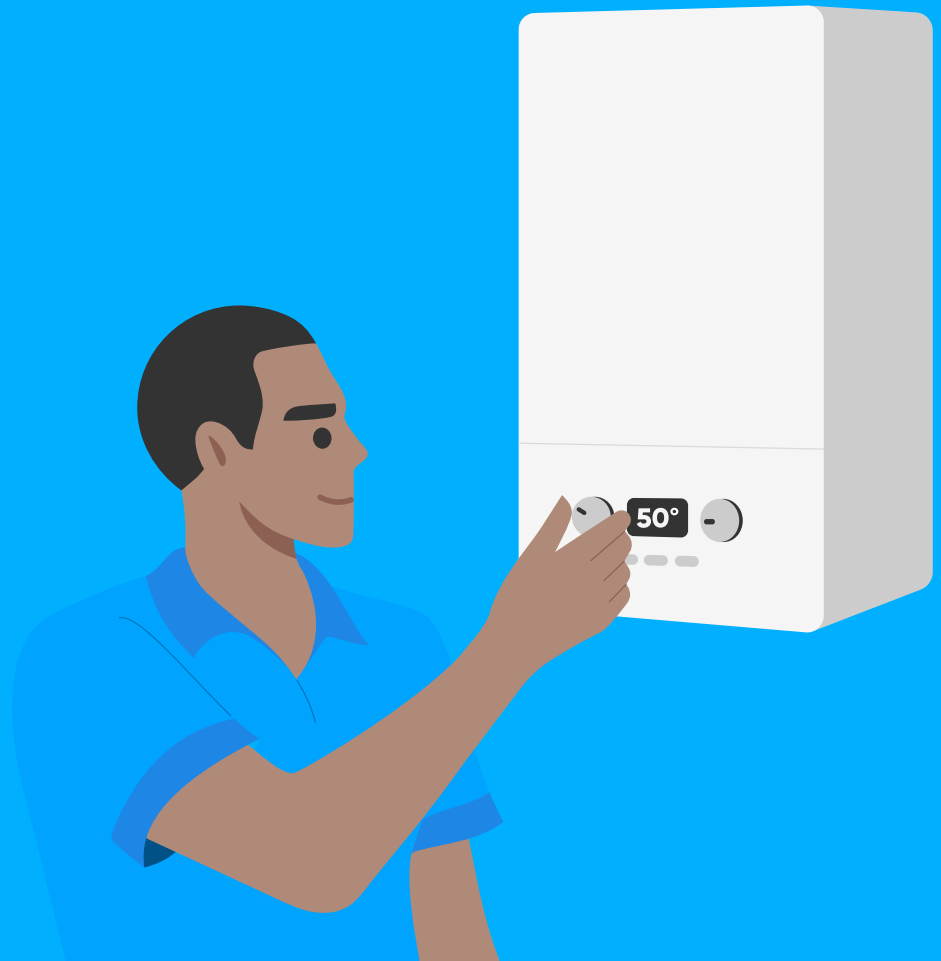


Utilita Home



Utilita Consumer Supply and Installation

Privacy Information Notice



Version 2.0

Utilita Field Services Limited, trading as Utilita Home, is committed to the operation of fair processes in relation to the collection and use of personal information. This Privacy Information Notice explains how we will collect and use your personal information and is in addition to our terms and conditions, which can be found at utilita.co.uk/terms-and-conditions

Utilita Home is the controller in respect of personal information used in connection with the Consumer supply and installation of Products and Services. If you have any questions or concerns in relation to this Privacy Information Notice you can contact our Data Protection Officer at DPO@utilita.co.uk or write to us at: Utilita Field Services, Hutwood Court, Bournemouth Road, Eastleigh, SO53 3QB.

We will only process your information where you have requested or purchased a product to be installed in your home.

1. What information we may collect and how we use it

1.1. We collect information about you:

- 1.1.1. When you complete your application;
- 1.1.2. Where we request information from you to provide you with a quotation;
- 1.1.3. Where you contact us to resolve a query;

1.2. The information we may collect includes:

- 1.2.1. Name;
- 1.2.2. Contact Details (Address, Email address, Phone number);
- 1.2.3. Metering Information (Meter serial numbers, MPAN, MPRN, location of meters);
- 1.2.4. Energy information (Annual usage, current provider, current tariff rates);
- 1.2.5. Property information (ownership, property size, type and composition, location of boiler, occupancy, Electric vehicle ownership, information on your habits, and other information regarding your property that you provide us for the specific services and products);
- 1.2.6. Virtual survey recordings and photos of installed products; and
- 1.2.7. Certification Numbers.

1.3. In some cases we may collect additional information from you that is not listed above. In these cases we will inform you at the point of collection and where appropriate seek your consent to collect the information or inform you why we require this additional information.

1.4. We use this information to identify you, to progress your application, to provide you with a quote and to complete your installation.

1.5. We may share your information with:

- 1.5.1. Other companies within Luxion Group Limited;
- 1.5.2. Relevant suppliers to deliver installation kit to your home ready to be installed;
- 1.5.3. Relevant engineering partners who may be installing the product in your home;
- 1.5.4. Trusted third parties and partners that help us to deliver our services to you;
- 1.5.5. Product manufacturers to register your warranty.

2. Our legal bases for collecting and processing your personal data

2.1. Our legal basis for collecting this information is to allow us to reasonably perform the services that you have request. ('**Contract**').

2.2. We may use your data to improve the services that we offer. We believe this is in our business interest to ensure our services improve. ('**Legitimate Interest**').

2.3. You have explicitly agreed to us processing your data ('**Consent**').

3. How we look after your information

3.1. Information we hold about you is stored on secure servers that are protected from external access using best practice in information technology. Staff access our systems by individual password protected schemes, which limit access to your data to those who need to use it to provide our Services.

3.2. We will not transfer your personal data outside of the EEA (European Economic Area).

3.3. Depending on the information we hold, we will remove your information over time in line with our data minimisation obligations. For example, we will keep records relating to a contract and installation for seven years.

4. Your data rights

4.1. Under data protection law, you have rights in relation to the information we collect and process about you.

4.2. You have the right to ask us for your personal information that we hold and process about you. This is known as a subject access request.

4.3. You can also ask:

4.3.1. That any inaccurate information we hold about you is corrected;

4.3.2. That we delete information about you for certain purposes;

4.3.3. That we don't make decisions about you by completely automated means.

4.3.4. That personal data you have given us be provided to you in a common machine-readable format, or sent to a third party where this is technically feasible.

4.4. The rights set out above may apply in limited circumstances, and we may not always be able to comply with your request to exercise these rights. We will try to respond to a request to exercise your rights within one month. In some cases we may need to extend this timeframe by a maximum of two months, where this is required we will notify you without delay.

4.5. To find out more about your rights please visit the Information Commissioners Officer website here: ico.org.uk/your-data-matters

4.6. If you are unhappy with the way we handle your personal information, please contact our Data Protection Officer at DPO@utilita.co.uk. We will try to address your concerns. You can also complain to the Information Commissioners Office who is the relevant regulatory body.

5. Staying connected with you

5.1. Where we contact you, we will always identify ourselves to you clearly. If you are unsure of any contact made and want to confirm it is from us then please email into our Team using home@utilita.co.uk

6. Changes to the Privacy Information Notice

6.1. Any changes we make to our Privacy Information Notice will be posted online or included in communications to you from time to time.

7. Privacy notice

7.1. We partner with Microsoft Clarity and Microsoft Advertising to capture how you use and interact with our website through behavioral metrics, heatmaps, and session replay to improve and market our products/services. Website usage data is captured using first and third-party cookies and other tracking technologies to determine the popularity of products/services and online activity. Additionally, we use this information for site optimization, fraud/security purposes, and advertising. For more information about how Microsoft collects and uses your data, visit the **Microsoft Privacy Statement**.