

Website Privacy Notice

This notice applies to you if we process your personal information and you are a user of this website or have subscribed or otherwise view one of our social media feeds/sites.

The protection of your personal information is important to us. We respect your privacy and want you to understand what we do with the information we hold about you. This privacy notice applies to personal information we hold about individuals, sole traders and partnerships. It does not apply to information held about companies and other organisations.

References to we, our or us in this privacy notice are to Energi Mine Limited, a limited company incorporated in England and Wales. Registered Number: 10491866. Registered Office: Metropolitan House, Hobson Street, Oldham, England, OL1 1TT.

a) Personal information we collect

We may collect the following types of personal information from you:

- **Contact details:** information that allows us to contact you directly such as your name, email address, telephone number and addresses associated with your account.
- **Security details:** such as your password and other security-related information used to access your account.
- **Details of your energy usage and energy usage aims:**
- **Enquiry details:** when you make an enquiry of us via the website.
- **Responses to surveys, competitions and promotions:** we keep records of any surveys you respond to or your entry into any competition or promotion we run.
- **Records of your discussions with our customer support teams:** when you share comments and opinions with us, ask us questions or make a complaint we will keep a record of this. This includes when you send us emails, phone our support team or contact us through social media such as through Twitter or on Facebook.
- **How you use our website:** when you use our websites or feeds we collect information about the pages you look at and how you use them.
- **Location information:** your computer's IP address may tell us an approximate location when you connect to our websites but this will be no more precise than the city, state or country you are using your device in.

You are not required to provide any of the personal information described above to us, however, if you do not do so, you may not be able to purchase our products.

If any of the information you provide is inaccurate or incomplete this may void or reduce any claims made under any contract we have with you for the supply of our products.

b) What we use your personal information for

Purpose	Personal information used	Lawful basis
Maintain your account	<ul style="list-style-type: none">• All the personal information we collect	This is necessary to fulfil our contract with you.
Deliver this website and services to you	<ul style="list-style-type: none">• Delivery information	This is necessary to fulfil our contract with you.
Answer your queries or complaints	<ul style="list-style-type: none">• All the personal information we collect	We have a legitimate interest to improve the products and services we provide.
Manage your entry into our competitions	<ul style="list-style-type: none">• Information you provide when entering the competition and your account details	This is undertaken pursuant to your consent and we have a legitimate interest to undertake any marketing that you agreed

		to as part of accepting the competition rules.
Maintain and improve our products and services	<ul style="list-style-type: none"> All the personal information we collect 	We have a legitimate interest to improve the products and services we provide.
Data analytics and statistical research to help us improve our online services.	<ul style="list-style-type: none"> How you use our website Transaction information Records of your discussions with our customer support teams Claims history 	We have a legitimate interest to improve the products and services we provide.
Staff training	<ul style="list-style-type: none"> All the personal information we collect 	We have a legitimate interest to improve the products and services we provide.
Develop new products and services	<ul style="list-style-type: none"> All the personal information we collect. 	We have a legitimate interest to improve the products and services we provide.
Determine products and services that may be of interest to you	<ul style="list-style-type: none"> All personal information we collect 	We have a legitimate interest to improve the products and services we provide.
Direct marketing	<ul style="list-style-type: none"> Contact details Products and services that we have determined may be of interest to you or your business 	When marketing to your business (and you are a company) we do so on the basis that we have a legitimate interest to promote our business. We will otherwise ask for your consent to process your data for this purpose, you may revoke your consent at any point. If you revoke your consent we will keep a record of this so that we know not to issue direct marketing to you.
Investigating misuse of your account and fraud	<ul style="list-style-type: none"> All the personal information we collect 	We have a legitimate interest to detect crime.

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

c) Sources we collect your personal information from

We will collect personal information from a number of sources. These include the following:

- **Directly from you:** when you create, manage or amend your account with us, use our services , complete forms we provide to you, enter our competitions and promotions, make a claim, make a complaint, contact us by phone, email or communicate with us directly in some other way.
- **Our website:** provides us with information about how you use it and the devices in your home that you connect to them.

d) Who we share your personal information with

We share personal information with the following parties:

- **Companies in the same group of companies as us:** for the purpose of providing a service to you.

- **Data analytics suppliers:** To better understand how people use our websites.
- **Other service providers and advisors:** such as companies that support our IT, help us analyse the data we hold, process payments, send communications to our customers, provide us with legal or financial advice and generally help us deliver our products and services to you.
- **Purchasers of our business:** buyers or perspective buyers who we sell or negotiate to sell our business to.
- **The Government or our regulators:** where we are required to do so by law or to assist with their investigations.
- **Police and law enforcement:** to assist with the investigation and prevention of crime.

We use Google Analytics which sets cookies to collect information about how visitors use our website. We use the information to compile reports and to help us improve the website. The cookies collect information in an anonymous form, including the number of visitors to the website, where visitors have come to the website from and the pages they visited. To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

We use Twitter Analytics which sets cookies to collect information about how visitors use our website. We use the information to compile reports and to help us improve the website. The cookies collect information in an anonymous form, including the number of visitors to the website, where visitors have come to the website from and the pages they visited. To opt out of being tracked by Twitter Analytics visit <https://help.twitter.com/en/safety-and-security/privacy-controls-for-tailored-ads>.

We also collect personal information through our social media/forum pages (including Twitter, Facebook, Instagram, Bitcoin Talk, Reddit, Kakao and Medium).

We do not disclose personal information to anyone else except as set out above. We may provide third parties with aggregate statistical information and analytics about users of our products and services but we will make sure no one can be identified from this information before we disclose it.

e) Direct Marketing

Email, post and SMS marketing: from time to time, we may contact you by email, post or SMS with information about services we believe you may be interested in.

If you are not representing a company, we will only send marketing messages to you in accordance with the marketing preferences you set when you give us your information or that you tell us afterwards you are happy to receive.

You can then let us know at any time that you do not wish to receive marketing messages by stating this at the time we first collect information from you or you can also unsubscribe from our marketing by clicking on the unsubscribe link in the marketing messages we send to you.

f) Transferring your personal information internationally

The personal information we collect may be transferred to and stored in countries outside of the European Union. Some of these jurisdictions require different levels of protection in respect of personal information and, in certain instances, the laws in those countries may be less protective than the jurisdiction you are typically resident in. We will take all reasonable steps to ensure that your personal information is only used in accordance with this privacy policy and applicable European data protection laws and is respected and kept secure.

g) How long do we keep personal information for

We will keep your personal information for as long as reasonably required for the purpose for which it was obtained and thereafter to maintain our records and legal obligations.

h) Security

Our website has numerous security measures in place to protect the loss, misuse and alteration of information under our control, such as passwords and firewalls. We cannot, however, guarantee that these measures are, or will remain, adequate. We do, however, take data security very seriously and will use all reasonable endeavours to protect the integrity of the information you provide.

i) Your rights in relation to your personal information

You have the following rights in relation to your personal information: (i) the right to be informed about how your personal information is being used; (ii) the right to access the personal information we hold about you; (iii) the right to opt-out of receiving direct marketing messages; (iv) the right to request the correction of inaccurate personal information we hold about you; (v) the right to request the blocking or deletion of your personal information where the processing does not comply with applicable data protection laws and; (vi) the right to request that we port elements of your data either to you or another service provider.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "Contacting us" section below".

If you are unhappy with the way we are using your personal information you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage to contact us to resolve your complaint first. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

j) Changes to this notice

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this section. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

k) Contacting us

In the event of any query or complaint in connection with the information we hold about you, please write to us at Data Protection, Energi Mine Limited, Metropolitan House, Hobson Street, Oldham, England, OL1 1TT

Version dated July 2018