



Privacy & Cookie Policy

Homely Energy Ltd

Last update: 17/10/2019

Privacy

Homely Energy Ltd is committed to protecting and respecting your privacy.

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed, stored and disclosed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.homelyenergy.com (the **Site**) or by using Homely Energy's mobile application (the **App**) or any services offered through or associated with our Site or App (the **Services**), you are deemed to have accepted or be in agreement with, and where required, consented to the practices described in this policy.

The Site is owned and operated by Homely Energy Ltd (11491139) of Flat 26 Maple Court, Oak House, 1 Moseley Road, Manchester, United Kingdom, M14 6HX (our **Company Address**).

Homely Energy Ltd processes personal data as a Data Controller, as defined in the Directive and the General Data Protection Regulation (**GDPR**). Homely Energy Ltd has a Data Protection Manager/Data Protection Officer (**DPO**) who is responsible for matters relating to privacy and data protection. This Data Protection Manager/ Data Protection Officer is Karolis Petruskevicius and they can be reached at info@homelyenergy.com.

The Site contains links to and from the websites of our partner networks, advertisers and affiliates or to websites shared by other users. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

1. Data We Collect About You

We collect and process personal information so we can provide our Services to you. It's important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Our Services are not intended for use by children and we do not knowingly collect or use personal information relating to children.

The data we collect and process about you is explained in the sections below.

1.1. Data You Give Us

- 1.1.1. You give us information about you by filling in forms on our Site and App, or by corresponding with us by phone, email or otherwise. This includes information you provide when you register to use the Site or the App, subscribe to our marketing database, subscribe to our services, place an order on our site or report a problem with the Site.
- 1.1.2. The information you give us includes names, address, email address or login details, phone number, non-specific age, spatial data (location data), behavioural data and asset information (internet protocol or media access control).
- 1.1.3. In some instances, this data is necessary for our **legitimate interests** and for us to fulfill our **contractual obligations** to you or to comply with a **legal obligation**, and we rely on these two grounds as lawful bases to use and process personal data you provide to us when you subscribe to our services, place an order on our Site or report a problem on our Site.
- 1.1.4. We will only ever process your personal data on the basis of your **consent** when you fill out forms on our Site and App, when you subscribe to our marketing database or when we collect information about you via cookies or other online trackers, or when we are legally required to do so . For more information about the lawful bases we rely on to process your personal data, please see part 7 below.

1.2. Data We Automatically Collect

- 1.2.1. Each time you visit or use our Site, we automatically collect the following information:
 - 1.2.1.1. **technical information**, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, location, network data, browser plug-in types and versions, languages, operating system and platform;
 - 1.2.1.2. **information about your visit**, including the full Uniform Resource Locators (URL) clickstream to, through and from the Site (including date and time); pages you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

1.2.2. We use this information as statistical data about your browsing actions and patterns, for system administration, and to evaluate, provide, protect or improve our Services (including by developing new products and services). Because we collect, use and share this information in the aggregate, it does not identify any individual.

1.2.3. Where legally required, we only ever collect such information on the basis of your consent, especially when such information is collected via the use of cookies. For more information on our use of cookies, please visit our [Cookies Policy](#).

1.3. Data We Receive From Third Parties

1.3.1. We use third parties such as Amazon Web Services to store any information or personal data we process. We may also obtain information about you from other third parties. For more information on how these companies handle your personal data, please refer to their privacy policies.

1.4. Special Category Data

1.4.1. Special category data, also known as “sensitive data” includes personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, biometric data, health data or data concerning an individual’s sex life or sexual orientation.

1.4.2. We do not directly process special category personal information unless you have specifically provided such information to us with your explicit consent for us to do so.

1.4.3. A situation where this may arise might be where you tell us about any vulnerable individuals who require specific heating needs, such as the elderly or young children or anyone with specific health issues.

2. How We Use Your Data

2.1. We use your data to carry out our Site, App and Services in the following ways:

2.1.1. To administer and manage your account, to provide you with information you request from us, and to carry out any other obligations arising from any contracts entered into between you and us.

2.1.2. To ensure that content from our Site and App is presented in the most effective manner for you and for your device.

- 2.1.3. To allow you to participate in interactive features of our Service when you choose to do so.
 - 2.1.4. To respond to communications from you and to provide you with information about our Services, including notifying you about changes to our Site, App or Services.
- 2.2. We also use your data to make our Site, App and Services better in the following ways:
- 2.2.1. To measure or understand the effectiveness of advertising we serve to you and others, deliver relevant advertising to you and make suggestions and recommendations to you and other users of the Site and App about goods or services that may interest you or them.
 - 2.2.2. To administer the Site and App and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.
 - 2.2.3. As part of our efforts to keep the Site and App safe and secure, e.g. by conducting analysis required to detect malicious data and understand how this may affect your IT system.
- 2.3. We currently do not send any marketing content. However, if we do, we will not send you any unsolicited marketing or spam and will take all reasonable steps to ensure that we fully protect your rights and comply with our obligations under applicable data protection laws. If you are an existing customer, we will only contact you by electronic means (email or SMS) with information about services similar to those which were the subject of a previous enquiry by you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have expressly consented to this.
- 2.4. You can ask us or third parties to stop sending you marketing messages at any time by either logging into the Site **and App** and checking relevant boxes to adjust your marketing preferences or by following the opt-out links on any marketing message sent to you or by contacting us at any time. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please notify us in writing or by email at info@homelyenergy.com.

3. How We Secure Your Data

- 3.1. All of your personal information is protected and we have put in place appropriate physical, electronic, and management procedures to safeguard and secure the data we collect. Your information is stored on secure cloud databases, internal servers, and on third party software. In some circumstances, we may need to download your data onto local devices to perform analytics. This includes for downloading your historical heating data to perform analytics to improve the heating schedules. Your information is only accessible by members of our personnel who have a need to access this data and who also have authorised access rights to such information. Furthermore, any data downloaded by our personnel will be pseudonymised. Every user is identified by a unique identifier that does not provide any personal information about the user. The key to revealing the identity of a user's unique identifier is always stored on our encrypted server. All of your payment information is encrypted using SSL technology.
 - 3.2. Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Site or App; any transmission is at your own risk. Once we have received your information, we use strict procedures and the security features described above to try to prevent unauthorised access.
4. **How Long We Store Your Data.** We only keep your personal information for as long as it's necessary for our original legitimate purpose for collecting the information and for as long as we have your permission to keep it. We will delete your personal information when you delete your account by removing your data and information from the Amazon Web Services, unless we need to keep your personal data after this when it is necessary for us to do so - for example, where it is necessary for us to continue to provide the Services to you, or where it is required defend or commence a legal claim (for example, before the courts) or in order for us to respect a legal obligation applicable to our business. If we do have a continued need to process your personal data, we will provide you with information about this when you ask us to delete your account. In any case, any information we retain will be anonymised as far as possible and will be subject to strict access controls.

5. Disclosure to Third Parties

5.1. Parties with whom we share your information

- 5.1.1. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We use third parties such as Amazon Web Services for processing payments, providing analytics and providing cloud storage. These third parties have access to data we share with their platforms.

5.1.2. The **only** other circumstances under which we would share your personal data are:

- 5.1.2.1. If the third party is a member of our group (which means any subsidiaries or ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006).
- 5.1.2.2. In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- 5.1.2.3. If the Company or substantially all of its assets are acquired by a third party, in which case personal data will be one (1) of the transferred assets and the purchaser will be permitted to use the data for the purposes for which it was originally collected by us.
- 5.1.2.4. If we're under a duty to disclose or share your personal data in order to comply with any legal obligation, enforce or apply our Terms & Conditions and other agreements, or to protect the rights, property, or safety of the Company, our customers, or others (including exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction).

6. International Transfers

- 6.1. The data that we collect from you is transferred to, and stored at, a destination within the European Economic Area (**EEA**) as well as outside of the EEA. We will take all steps reasonably necessary to ensure that your data is treated as securely as it would be within the EEA and under the GDPR. Such steps may include our entering into contracts with any third parties we engage and the use of Commission-approved Model Contractual Clauses or by relying on the EU-US Privacy Shield scheme for transfers from the EEA to the US, where such non-EEA country has not been subject to an adequacy decision by the European Commission. In addition, we limit access of your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.
- 6.2. You can obtain more details of the protection given to your personal data when it is transferred outside Europe (including a copy of the standard data protection clauses which we have entered into with recipients of your personal data) by contacting us as described in the Contact paragraph below.

7. Your Rights

7.1. Lawful Bases

7.1.1. When we use your personal information we are required to have a legal basis for doing so. There are various different legal bases on which we may rely, depending on what personal information we process and why.

7.1.2. We will ensure that your personal data is processed lawfully, fairly, and transparently. The legal bases we may rely on include:

7.1.2.1. **Consent** - You have given your clear consent to the processing of your personal data for a specific purpose - for example when submitting your personal data to us for marketing purposes, subscribing to our newsletters or using online forms on our Site, when you share your sensitive data with us, and when you provide us information via cookies placed on our Site or when you sign up to use our App;

7.1.2.2. **Contract** - Where our use of your personal information is necessary for the performance of a contract we have with you (or because you have asked us to take specific steps prior to entering into a contract with you) - for example, when you subscribe to our Services and use our hardware;

7.1.2.3. **Legal Obligation** - where our use of your personal data is necessary for our compliance with the law (not including contractual obligations) - for example to enable us to comply with tax laws and reporting and any other regulatory requirement governing our business;

7.1.2.4. **Legitimate interests** - where our processing of your personal data is necessary for our legitimate interests or the legitimate interests of a third party, except where there is a good reason to protect your personal data which overrides those legitimate interests - for example when relying on legitimate interests is necessary for allowing us to effectively and efficiently manage and administer the operation of our business and provide the Services to you, maintaining compliance with internal policies and procedures, monitoring the use of our copyrighted materials, offering optimal, up-to-date security and obtaining further knowledge of current threats to network security in order to update our security, and also to improve our hardware, the App and our Services and the performance and functionality of our Site.

7.2. Data Subject Rights

7.2.1. Under the GDPR, you have the right to:

- 7.2.1.1. Withdraw your consent to the processing of your personal data at any time. Please note, however, that we may still be entitled to process your personal data if we have another legitimate reason for doing so (such as to comply with a legal obligation).
- 7.2.1.2. Be informed of what data we hold and the purpose for processing the data, as a whole or in parts.
- 7.2.1.3. Be forgotten and, in some circumstances, have your data erased by ourselves and our affiliates (although this is not an absolute right and there may be circumstances where you ask us to erase your personal data but we are legally entitled to retain it).
- 7.2.1.4. Correct or supplement any information we hold about you that is incorrect or incomplete.
- 7.2.1.5. Restrict processing of the information we hold about you (for example, so that inaccuracies may be corrected—but again, there may be circumstances where you ask us to restrict processing of your personal data but we are legally entitled to refuse that request).
- 7.2.1.6. Object to the processing of your data.
- 7.2.1.7. Obtain your data in a portable manner and reuse the information we hold about you.
- 7.2.1.8. Challenge any data we use for the purposes of automated decision-making and profiling (in certain circumstances—as above, there may be circumstances where you ask us to restrict our processing of your personal data but we are legally entitled to refuse that request).
- 7.2.1.9. Complain to a supervisory authority (e.g. the Information Commissioner's Office (ICO) in the UK) if you think any of your rights have been infringed by us. (We would, however, appreciate the chance to address your concerns, so please contact us prior to taking this step).

- 7.2.2. You will not have to pay a fee to access your personal data (or to exercise any of the other rights) unless your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.
- 7.2.3. You have the right to ask us not to process your personal data for marketing purposes. We will get your express opt-in consent before we use your data for such purposes or share your personal data with any third parties for such purposes, but you can exercise your right to prevent such processing by contacting us at the Company Address, via email at info@homelyenergy.com, or by unsubscribing using the links contained in the marketing emails.
- 7.2.4. You may revoke your consent for us to use your personal data as described in this Privacy Policy at any time by emailing us at info@homelyenergy.com, and we will delete your data from our systems. To enforce any of the above rights, please contact us at our Company Address or via email at info@homelyenergy.com.
- 7.2.5. We will notify you and any applicable regulator of a breach of your personal data when we are legally required to do so.

Cookies

1. A cookie is a small file of letters and numbers that we store on your browser. Cookies contain information that is transferred to your computer's hard drive (or the hard drive of another relevant device). We use cookies to distinguish you from other users on the Site, to tailor your experience to your preferences, and to help us improve the Site.
2. Some of the cookies we use are essential for the Site to operate. If you use your browser settings to block all cookies (including essential cookies), you may not be able to access all or parts of our Site and your user experience may be affected.
3. Before any non-essential cookies are placed on your device, you will be shown a pop-up message requesting your consent to setting those cookies on our Site. By default, most internet browsers accept cookies, but you can choose to enable or disable some or all cookies via the settings on your internet browser. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third party cookies. For further details, please consult the help menu in your internet browser.

4. We use the following cookies:
- 4.1. **Strictly necessary cookies.** These cookies are required to save your session and to carry out other activities that are strictly necessary for the operation of the Site. They include, by way of general example, cookies that enable you to log into secure areas of the Site, use a shopping cart, or make use of e-billing services. These cookies are session cookies, which means they're temporary and will expire when you close your browser. As these cookies are essential, we will therefore not request your consent before placing these cookies.
 - 4.2. **Analytical/performance cookies.** These cookies allow us to recognise and count the number of visitors and to see how visitors move around the Site when they're using it. These cookies help us improve the way the Site works by, for example, ensuring that users are finding what they're looking for easily. As these cookies are non-essential, we will therefore request your consent before placing these cookies.
 - 4.3. **Functionality cookies.** These cookies are used to recognise you when you return to the Site. They enable us to personalise our content for you, greet you by name and remember your preferences. As these cookies are non-essential, we will therefore request your consent before placing these cookies.
 - 4.4. **Targeting cookies.** These cookies record your visit to the Site, the pages you visit, and the links you follow. We use this information to make the Site and the advertising displayed on it more relevant to your interests. As these cookies are non-essential, we will therefore request your consent before placing these cookies.
 - 4.5. **Social Media cookies.** These cookies work together with social media plug-ins. For example, when we embed photos, video and other content from social media websites, the embedded pages contain cookies from these websites. Similarly, if you choose to share our content on social media, a cookie may be set by the service you have chosen to share content through. As these cookies are non-essential, we will therefore request your consent before placing these cookies.
 - 4.6. **Third Party cookies.** Currently we do not use any third party cookies on our Site. If this changes in the future, we shall update this Policy. Please note that we do not control cookies placed by third parties without our consent and our Site does not block them. Please check the relevant third-party website for more information about these cookies.
5. **How long we use cookies.** We only use cookies for as long as is proportionate in relation to our aim and purpose, and our use will be limited only to what is necessary for us to achieve our purpose. For example, to provide you with the best possible service and user experience, we will generally keep the cookies at clauses 4.2, 4.3, 4.4 and 4.5 or any persistent cookies for 12 months from the date of your consent (unless you withdraw it beforehand), unless such cookies are "session cookies" only, in which case once you have logged out of our Site (or



closed your browser), the cookie is no longer required and is therefore deleted once this takes place.

6. You have the right to opt out of social media cookies and third-party cookies and to object to automated profiling. To enforce either of these rights please contact us at info@homelyenergy.com. Please note that you are also able to withdraw your consent to cookies at any time. This can be done by changing your preference settings on our Site

Changes To Our Privacy & Cookie Policies Any changes we may make to our Privacy & Cookie Policies in the future will be posted on this page and, where appropriate, notified to you by email. You will be deemed to have accepted the terms of the updated Privacy & Cookie Policies on your first use of the Site or App following the alterations. Please check back frequently to see any updates or changes to our Privacy & Cookie Policies.

Contact Questions, comments and requests regarding this Privacy & Cookie Policy are welcomed and should be addressed to our Company Address or to our email at info@homelyenergy.com.