

# Hive Smart Energy Terms and Conditions

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## Contents

1. Introduction
2. About us and how to contact us
3. What Hive Smart Energy does
4. Data we collect and use
5. Sharing your data
6. Privacy notice
7. Withdrawing your consent
8. How long your consent lasts
9. How long we keep data
10. Changes to Hive Smart Energy or these terms
11. Availability and accuracy
12. Your responsibilities
13. Our responsibility to you

## 1. Introduction

Please read these terms carefully. They explain how Hive Smart Energy works and how we use your smart meter data to provide energy insights in the Hive app.

When you agree to use Hive Smart Energy, you agree to these terms and confirm that you have authority to allow us to access and use the smart meter data for your home as described below.

## 2. About us and how to contact us

“Hive”, “we”, “us” or “our” means Centrica Hive Limited, registered in England and Wales. Our registered office is Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.

If you need help with Hive Smart Energy, please contact Hive customer support at [www.hivehome.com/support](http://www.hivehome.com/support).

Our Data Protection Officer can be contacted by post at: The Data Protection Officer, Centrica plc, Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD, or by email at [privacy@centrica.com](mailto:privacy@centrica.com).

## 3. What Hive Smart Energy does

Hive Smart Energy uses smart meter data to show you energy insights in the Hive app. This may include information about your energy usage, tariff information and smart meter readings.

Hive Smart Energy is provided as part of the Hive app experience. It does not change your energy tariff, energy supply contract or any payment obligations you have with your energy supplier.

## 4. Data we collect and use

To provide Hive Smart Energy, we may retrieve and store data from your smart meter that is made available through our service provider, N3rgy data limited. This may include your historical energy consumption, tariff information, smart meter readings and smart meter device information, at up to 30-minute intervals. This may also include export data where this is available and relevant to the Smart Energy service.

We may also use your address and, where required, your Meter Point Administration Number (MPAN) or Meter Point Reference Number (MPRN) to identify the correct meter and request the relevant data.

We use this data to display Smart Energy insights in the Hive app, help you better understand your energy use, operate and improve the Smart Energy service, and recommend suitable Hive goods or services based on your energy use where permitted.

## 5. Sharing your data

N3rgy data limited provides the service that enables Hive to access smart meter data from the national smart metering systems. We use this service to collect, store and manage the smart meter data used to provide Hive Smart Energy. N3rgy data limited accesses the national smart metering systems using Smart Energy Code credentials and the relevant Party ID issued under the Smart Energy Code. N3rgy data limited is a company incorporated and registered in England and Wales under company number 11712674 whose registered office is at Prennau House Copse Walk, Pontprennau, Cardiff, Wales CF23 8XH.

We may also use other service providers who support the operation and delivery of Hive Smart Energy.

We may use aggregated or anonymised data to understand energy usage trends and improve Hive products and services. Aggregated or anonymised data does not identify you.

## 6. Privacy notice

For more information about how we collect, use, share and protect your personal data, and about your data protection rights, please see the Hive Privacy Notice at [www.hivehome.com/privacy](http://www.hivehome.com/privacy). The privacy notice does not form part of these terms.

## 7. Withdrawing your consent

You can withdraw your consent at any time in the Smart Energy settings in the Hive app.

If you withdraw your consent, we will stop using N3rgy to retrieve your smart meter data for Hive Smart Energy and you will no longer be able to access Smart Energy data and insights in the Hive app.

Where consent is withdrawn, we will action the withdrawal through the applicable N3rgy process as soon as reasonably practicable. This will normally happen within a few minutes but may take longer if there are technical issues affecting the service.

## 8. How long your consent lasts

Your consent will remain valid for 24 months unless you withdraw it earlier.

Before the end of that period, we will ask you to renew your consent if you wish to continue using Hive Smart Energy. If consent is not renewed, we will stop retrieving your smart meter data for Hive Smart Energy.

## 9. How long we keep data

We will keep smart meter data retrieved for Hive Smart Energy for as long as needed to provide the service to you, unless we delete it earlier or need to retain it for legal, regulatory, audit or legitimate business purposes.

If you withdraw consent, we will stop retrieving further smart meter data for Hive Smart Energy and will handle existing data in line with our Privacy Notice and retention policies.

## 10. Changes to Hive Smart Energy or these terms

We may update, improve, suspend or withdraw Hive Smart Energy from time to time for technical, operational, legal, regulatory or business reasons.

Where a change to Hive Smart Energy or these terms is likely to have a material impact on you, we will try to give you reasonable prior notice. Minor changes, updates or clarifications may take effect when made available in the Hive app or otherwise notified to you.

## 11. Availability and accuracy

Hive Smart Energy depends on smart meter connectivity, data availability, our systems, our service providers and your device and internet connection. We do not guarantee that data or insights will always be available, complete, accurate or up to date.

Energy insights are for information only. They are not a substitute for your energy bill or any information provided by your energy supplier.

## 12. Your responsibilities

You must only use Hive Smart Energy for your own domestic and personal use.

You must not misuse Hive Smart Energy, interfere with its operation, try to gain unauthorised access to our systems or use the service in a way that breaches law or regulation.

You must tell us or withdraw consent if you no longer have authority to allow us to access smart meter data for the property.

## 13. Our responsibility to you

We do not exclude or limit our liability where it would be unlawful to do so, including liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or breach of your statutory rights.

Subject to that, we are not responsible for loss or damage caused by matters outside our reasonable control, issues with your energy supplier, smart meter, internet connection, device, app store, or third-party systems, or for any decision you make based on Smart Energy insights.