



Daikin Heat Pump and Hive Energy Management Trial Participation Privacy Policy

Your personal information

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 policy relates to how we collect and use personal data relating to registered residential participants in the Firm Frequency Response trial.

This privacy policy explains how we collect, share and use your personal information. You can contact our data protection officer by writing to The Data Protection Officer, Centrica Plc, Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD.

You can also contact our data protection officer at privacy@centrica.com.

Personal information we collect

We may collect the following types of personal information:

- **Contact details:** information that allows us to contact you directly such as your name, email address, telephone number and your address associated with your registration.
- **Trial participation information:** records of the Heat Pump that has been installed at your home (the "Heat Pump").
- **How you use the Heat Pump:** we will collect information about how you are using the Heat Pump in your home and its performance. From the Heat Pump we will collect information such as electricity consumption and power profiles from your Heat Pump.

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 take part in the **Trial**.

What we use your personal information for

Provide our services to you and maintain your information

Personal information we use

All the personal information we collect

Why do we need this?

To enter into, or fulfil, the contract between us

Answer your queries or complaints

Personal information we use

All the personal information we collect

Why do we need this?

To enter into, or fulfil, the contract between us

Data analytics and statistical research to help us better understand how a Daikin Heat Pump is used in the home and for potential DSR services

Personal information we use

All the personal information we collect

Why do we need this?

For the legitimate interest of developing a DSR solution with Daikin

For the establishment, exercise or defence of legal claims

Personal information we use

All the personal information we collect

Why do we need this?

For the legitimate interest of protecting our business

Comply with our legal and regulatory obligations

Personal information we use

All the personal information we collect

Why do we need this?

This is a legal requirement

Sources we collect your personal information from

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

- **Directly from you:** for example, when you make contact with us, complete forms or questionnaires we make available to you, when you have equipment installed as part of the trial, enter our competitions and promotions, contact us by phone, email or communicate with us directly in some other way.
- **Your Heat Pump:** the Heat Pump which you have installed at your home and is used as part of this trial.
- **Our website:** provides us with information about how you use it.
- **Other companies we work with:** provide us with information to help us to deliver and install our Equipment and services to you, and to understand you better. These include:

- **Installers and Service Engineers:** who will provide us with information about the installation and maintenance of Equipment in your home.

- **The government, ombudsman services, and regulators:** for example, information about the complaints they receive, or to help us deliver services such as verifying eligibility for discount schemes

- **Social media:** information you submit to our social media accounts.

Who we share your personal information with

We share personal information with the following parties:

- **Daikin:** for the purpose of forming a working partnership with us with the intention to enter into a DSR partnership to jointly exploit the benefits of Daikin's residential Heat Pump products (Heat Pumps) with both Daikin and our customers.

- **Installers and service engineers:** in the event that they need to make contact with you and provide installation and product maintenance services.

- **Delivery companies:** to deliver equipment that is required for the Trial.

- **Other service providers and advisors:** such as companies that support our IT, help us analyse the data we hold and provide us with legal or financial advice and generally help us deliver our services to you.

- **The Government or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives for the energy industry.

- **Police and law enforcement:** to assist with the investigation and prevention of crime. We do not disclose personal information to anyone else except as set out above.

Service communication

We may need to send service communication requests to you via email when we have something important or interesting to make you aware of.

Cookies

If you use our website, we will collect information about how you interact with us online. We use cookies and other similar technologies to help us do this. You can find out more about cookies and how to manage their use by reading our cookie policy:

<https://www.centrica.com/privacy-cookies-and-legal-disclaimer>.

Transferring your personal information internationally

We are part of a global organisation and in common with other organisations, we use third parties located in other countries to help us run our business. As a result, personal data may be transferred outside the countries where we and our customers are located. This includes countries outside the European Economic Area ("EEA") and countries that do not have laws that provide specific protection for personal data. We have taken steps to ensure all personal data is provided with adequate protection and that all transfers of personal data outside the EEA are done lawfully. Where we transfer personal data outside of the EEA to a country not determined by the European Commission as providing an adequate level of protection for personal data, the transfers will be under an agreement which covers the requirements for the transfer of personal data outside the EEA, such as the European Commission approved standard contractual clauses.

How long do we keep personal information

We will keep your personal information whilst you are a participant of the Trial. After you cease being a participant of the Trial, we will keep your personal information for no longer than 6 years to maintain our records and legal obligations to you.

Your rights in relation to your personal information

You have the following rights in relation to your personal information:

- The right to be informed about the personal data we collect, how your personal data is being used, and from whom we collect your personal data when we obtain it from other sources;

- The right to access the personal data we hold about you;

- The right to request the correction of inaccurate personal data we hold about you;

- The right to request the blocking or deletion of your personal data in some circumstances;

- The right to request that we port elements of your data either to you or another service provider;

- The right to object to us processing your personal data (where we do so only because you have consented, or because we are using automated means to make decisions that affect you); and

- The right to withdraw your consent to processing which we carry out on the basis of consent.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by emailing privacy@centrica.com.

If you are unhappy with the way we are using your personal information you can also send a complaint to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

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 page. 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.

Contacting us

In the event of any query or complaint in connection with the information we hold about you, please email us at privacy@centrica.com.

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