

Privacy Notice

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About us

We are SSE Energy Solutions, part of the SSE Group. We use your information as further explained in this Privacy Notice. The specific businesses outlined below are the “data controller” of the information you provide to us.

Company Name	Company Number	Address
SSE Energy Supply Limited	03757502	No.1 Forbury Place, 43 Forbury Road, Reading, United Kingdom, RG1 3JH
SSE Utility Solutions Ltd	06894120	No.1 Forbury Place, 43 Forbury Road, Reading, United Kingdom, RG1 3JH
SSE Heat Networks Ltd	SC303682	Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ
TESGL Ltd (trading as SSE Enterprise Energy Solutions)	08462158	Ocean Court, Caspian Road, Atlantic Street, Altrincham WA14 5HH

When we refer to “SSE”, “we”, “us”, and “our”, we mean any of those data controllers, as appropriate. By “you” or “your” we mean any individual, sole trader and/or partnership that receives services from us, uses our website or otherwise interacts with the SSE Energy Solutions business.

Please read this notice carefully as it provides important information about how we handle your personal information and the steps you can take to control it.

If you have any questions, comments or concerns about any aspect of this notice, please contact us using the details set out in the “Contacting Us” section.

Personal Information we collect about you

The personal information we collect, store and use about you have been grouped together as:

Category	Types of Personal Data included within the Category
Identity Data	Information which can identify an individual, including but not limited to first name, last name, any previous names, username or similar identifier, marital status, title, date of birth, gender, photographs, voice recordings, images, video footage, CCTV footage
Contact Data	address, phone number, email address, billing address, social media handle and profile
Financial Data	bank account, credit history.
Transaction Data	details about payments to and from you, details of products and services you have purchased or use, information about other third-party supplier’s electricity and/or gas accounts held by you
Technical Data	internet protocol (IP) address, login data (username and passwords), browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, device ID and other technology on the devices used to access websites and/or apps, approximate geolocation
Profile Data	purchases or orders made by a data subject, data subject’s interests, feedback and survey responses

Usage Data	information about how a data subject interacts with and uses our websites, products and services
Marketing and Communications Data	preferences for receiving marketing from us and/or related/selected third parties and your communication preferences
Special Category Data	Personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership; genetic data; biometric data (where used for identification purposes); data concerning health; data concerning a person's sex life; and data concerning a person's sexual orientation
Suspected/Actual Criminal Data	Fraud or theft of energy, meter tampering, convictions, fines, details of incidents, records, any investigation carried out in relation to an allegation or suspicion.
Customer Account Data	supply address, consumption/energy usage, smart meter data, Meter Point Administration Number (MPAN), Meter Point Reference Number (MPRN) , property ownership/rental and occupation, off supply notifications, new connection requests, secondary contact details, billing preferences, priority service registration code and code expiry date, car manufacturer and model data, customer ID number, whether you are living in social housing

What we do with your personal information

We set out below the purposes for which we will process your personal information, together with the associated lawful basis relied upon for this purpose. If you don't provide us with that personal information, you may not be able to access certain products and/or services.

AS OUR CUSTOMER OR AS A POTENTIAL CUSTOMER

Purpose	Categories of Personal Data Used	Lawful Bases
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Registering you as a new customer, or switching your energy supply which may include receiving information relating to outstanding debt on your account in line with relevant market guidelines and meter readings and equipment	Identity Data, Contact Data, Financial Data, Transaction Data	Performance of a contract with you
To identify and contact you	Identity Data, Contact Data	Legitimate Interests Performance of a contract with you
Manage our relationship with you through customer services and support activities, including responding to any enquiries or requests that you make to us	Identity Data, Contact Data, Financial Data, Transaction Data, Marketing and Communications Data, Customer Account Data, Special Category Data	Legitimate Interests Performance of a contract with you Substantial public interest condition “safeguarding of children and individuals at risk” for Special Category Data.
To provide you with any information that we are required to send you in accordance with our Regulatory or legal obligations	Identity Data, Contact Data	Legal Obligation
To check and verify your bank account details	Identity Data, Contact Data, Financial Data	Legal Obligation under Anti-Financial Crime Regulations
To allow our engineers to visit on site	Identity Data, Contact Data	Legitimate Interests Performance of a contract with you
Facilitating the credit management process	Identity Data, Contact, Data Financial Data	Legitimate Interests
Providing compensation to you where applicable and in certain circumstances.	Identity Data, Contact Data, Customer Account Data, Financial Data	Performance of a contract with you
To undertake initial and ongoing credit checks where appropriate in order to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity, including exchanging information	Identity Data, Transaction Data	Legitimate Interests

about you with Credit Reference Agencies.
 For further information, see the section on
 Credit Reference Agencies.

Processing and delivering orders e.g. to enter into legal contracts with you or with your organisation where you are the main contact; to facilitate energy supply, and/or perform our obligations under any contract for the supply of services we have with you.

Identity Data, Contact Data, Financial Data, Transaction Data, Marketing and Communications Data, Customer Account Data

Performance of a contract with you

To issue energy bills to you and to facilitate bill payments and/or refunds and or return credit balances to you

Identity Data, Contact Data, Financial Data, Transaction Data, Customer Account Data

Performance of a contract with you

To register you with and provide you the benefit of being registered on the Priority Services and/or Special Services Registers.

Identity Data, Contact Data, Special Category Data

Legitimate Interests
 Substantial public interest condition
 “safeguarding of children and individuals at risk” for Special Category Data.

To ensure your welfare and the welfare of others within the premises e.g. to ensure continuation of supply or to respond appropriately during a major incident or event. To do this, your personal data will be shared with the network operators.

Identity Data, Contact Data, Special Category Data

Legitimate Interests
 Substantial public interest condition
 “safeguarding of children and individuals at risk” for Special Category Data.

To make reasonable adjustments to the information you receive from us (e.g. providing this in large print or braille) or to ensure that we meet your needs when attending an SSE event.

Identity Data, Contact Data, Special Category Data

Consent
 Legal obligation under the Equalities Act 2010
 Explicit consent for Special Category Data

To provide you with projected and actual energy consumption data

Identity Data, Contact Data, Customer Account Data

Legitimate interests

To apply for and obtain government funding for the supply of energy efficiency measures to you and your premises	Identity, Contact, Financial, Transaction, Special Category Data, Customer Account Data	Legitimate interests
To enable you to login into your manage my account portal/app or any other website, portal or app relating to a service that we provide to you	Identity Data, Contact Data, Technical Data	Legitimate Interests
To create a single view of the customer where you have multiple accounts with us	Identity Data, Contact Data, Transaction Data, Financial Data, Customer Account Data, Technical Data, Marketing and Communications Data.	Legitimate interests
To recover debt owed to us by you. This includes attaching tracking pixels to our emails to understand the effectiveness of our correspondence. You can opt out to the placement of these tracking pixels at any time, contact Debt Register on 0345 070 1608	Identity Data, Contact Data, Transaction Data, Financial Data, Customer Account Data	Performance of a contract with you Legitimate interests
To offer and deliver competitions, discounts and prize draws. This may involve taking part in reasonable publicity and promotional activity in connection with the prize.	Identity Data, Contact Data, Marketing and Communications Data, Customer Account Data.	Legitimate interests

CREDIT REFERENCE AGENCIES (CRAs)

Purpose	Categories of Personal Data Used	Lawful Bases
<p>Business Energy Customers:</p> <p>Data may be shared to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity.</p> <p>We will also continue to exchange information about you with CRAs on an ongoing basis, including about your settled accounts and any debts not fully repaid on time. CRAs will share your information with</p>	Identity Data, Financial Data, Transaction Data	Legitimate Interests

other organisations. The identities of the CRAs, and the ways in which they use and share personal information, are explained in more detail at <http://www.experian.co.uk/crain/index.html>

We may take credit scoring information into account when deciding the conditions placed upon your supply, including any premium to be added or security deposit required. In the majority of cases, we will also consider other information that we hold about you, and this decision will not be fully automated. Please note that businesses that we consider to be in higher risk industries will have a premium added.

We use automated decision-making to determine the conditions upon which we supply you in the following circumstances:

- Customers whose businesses are insolvent or no longer trading
- If your business is insolvent or no longer trading, we will automatically refuse to supply you.
- New connections customers with a supply larger than 23kVA

For new connections customers with a supply larger than 23kVA, we will use credit scoring information supplied by a third-party credit agency to determine whether a security deposit is appropriate. You can appeal any automated decision, receive an explanation of the decision or require human review of the decision by getting in touch using the details in the “Contacting Us” section below.

Heat Networks Customers:

When you become a customer of SSE Heat Networks, we will set up and share your information with Experian, one of 3 UK Credit Reference Agencies (CRAs). We’ll routinely do this:

- To verify the accuracy of our data held about you;
- As part of our management of your account, whether you are in credit or debt; and
- To manage our debt risk and inform appropriate debt prevention strategies that we may implement.

The CRAs might share this data with others to help them make informed lending decisions.

The information shared with CRAs will not be used by SSE Heat Networks in deciding whether to supply your property.

Identity Data, Financial Data, Transaction Data	Legitimate Interests
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The CRAs provide more information in a Credit Reference Agency Information Notice (CRAIN) which describes how the three main CRAs (Experian, Equifax and TransUnion) share and use personal data. This is available from all three CRAs and displayed on their websites. You can also find the information here.

- [TransUnion](#)
- [Equifax](#)
- [Experian](#)

COMMUNICATIONS AND MARKETING

Purpose	Categories of Personal Data Used	Lawful Bases
To let you know about changes or updates to your service or product or to issue you with administrative messages	Identity Data, Contact Data, Customer Account Data.	Legitimate Interests Performance of a contract with you
To conduct market research, including communicating with you to obtain feedback on how we can improve our services e.g. through customer satisfaction surveys and questionnaires.	Identity Data, Contact Data, Customer Account Data.	Legitimate Interests
To deliver relevant marketing content and advertisements to you from us, other companies within the SSE Group and/or our selected third-party partners, as notified to you from time to time.	Identity Data, Contact Data, Transaction Data, Marketing and Communications Data and Customer Account Data	Consent
To show you digital advertisements via your social media newsfeed, on search engine result pages or on other websites, unless you have asked us not to.	Technical Data	Legitimate Interests Consent (where using non-functional cookies)
To profile your data to provide you with marketing and offers that are relevant to you. If you opt out of profiling, we may still run	Identity Data, Contact Data, Marketing and Communications, Technical	Legitimate interests

analysis that includes your data but any decision or marketing output resulting from that analysis will not be used to market to you.

Data, Transaction Data, Profile Data, Customer Account Data.

RUNNING OUR BUSINESSES

Purpose	Categories of Personal Data Used	Lawful Bases
To run, grow and develop our business, including to help us plan our marketing activities and develop customer insights.	<p>Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Profile Data</p> <p>Usage Data, Marketing and Communications Data</p> <p>Special Category Data, Customer Account Data</p>	Legitimate interests
For intra-group administrative purposes such as ensuring consistent delivery of our services to our customers or where other parts of the SSE Group provide services to SSE Energy Solutions businesses e.g. finance or marketing support	<p>Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Profile Data</p> <p>Usage Data, Marketing and Communications Data, Customer Account Data</p>	Legitimate Interests
To enable corporate reporting, business administration, to manage our business, to secure our facilities, and to identify and implement efficiencies and other business-related improvements	<p>Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Profile Data</p> <p>Usage Data, Marketing and Communications Data</p> <p>Special Category Data, Customer Account Data</p>	Legitimate interests
Detect, prevent and report crime (including anti-social behaviour), illegal or prohibited activities, fraud or loss, both internally and to applicable external authorities. This includes for the purposes of:-	<p>Identity Data, Contact Data, Financial Data, Transaction Data, Profile Data, Usage Data, Customer Account Data, Suspected/Actual Criminal Data</p>	<p>Legal Obligation</p> <p>Legitimate interests</p> <p>Article 10 – Processing of personal data relating to</p>

<ul style="list-style-type: none"> receiving detail of suspected fraud or energy theft. Performing fraud and energy theft checks on a regular basis while you hold an account with us; Recording any suspected or confirmed energy theft and sharing this with fraud prevention agencies (which they may share with other energy companies to help identify fraud and detect energy theft but only in limited circumstances where you have accounts with them). Performing anti-money laundering checks; Countering terrorist financing and other illegal activities such as illegal trafficking and environmental crime; Anti-bribery and corruption requirements. 		<p>criminal convictions and offences and Schedule 1, Part 3, paragraph 33 to this Data Protection Act 2018</p>
<p>To process charges in the event of damage to our equipment.</p>	<p>Identity Data, Contact Data, Financial Data, Transaction Data, Profile Data, Usage Data, Customer Account Data</p>	<p>Legitimate Interests</p>
<p>Training our staff and improving our products and services</p>	<p>Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Profile Data Usage Data, Marketing and Communications Data Special Category Data, Suspected/Actual Criminal Data, Customer Account Data</p>	<p>Legitimate Interests</p>
<p>Analyse website and data usage for improvements, along with securing our network and information systems</p>	<p>Profile Data, and Technical Data</p>	<p>Legitimate interests</p>
<p>To ensure the health and safety of our staff and members of the public</p>	<p>Identity Data</p>	<p>Legitimate interests</p>
<p>To comply with any applicable regulatory conditions, procedures and laws including</p>	<p>Identity Data, Contact Data, Financial Data, Transaction</p>	<p>Legal Obligation</p>

where we reasonable consider it is in our (or others) legitimate interests to comply	Data, Customer Account Data	Legitimate interests
To establish, exercise or defend our legal rights include where we reasonably consider it is in our (or others) legitimate interests	Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Profile Data Usage Data, Marketing and Communications Data Special Category Data, Suspected/Actual Criminal Data, Customer Account Data	Legal Obligation Legitimate interests
Where we sell, merge, or perform any internal re-organisations in relation to any of our (or any third party's) business or assets	All data categories	Legitimate interests
To analyse consumption patterns, using all available meter consumption data (monthly readings, 15-minute or half-hourly interval data) with the intention of developing products and services (including providing energy efficiency information)	Customer Account Data	Legitimate Interests
Identifying faults and where possible minimising disruption to the heat and hot water supply at sites where we run a heat network	Customer Account Data	Legitimate Interests

USING ARTIFICIAL INTELLIGENCE IN OUR BUSINESS

SSE uses Artificial Intelligence (AI) in its business to help it better meet its business needs. The AI tools we use are not trained using your personal information, but do need to use some of your personal information in order to operate at their best.

CoPilot

We use Copilot (a generative AI tool and AI powered assistant) to assist employees to be more productive and efficient and it will be used for the following use cases:

- Meetings: Copilot assists with meetings by taking minutes, producing summaries and actions, and helping staff catch up on missed meetings.

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- Writing: Copilot helps with writing documents and emails, such as suggesting ways to word something, helping to creating drafts and formatting documents
 - Presentations: Copilot is used to speed up the time it takes to create PowerPoint presentations.
 - Data analysis: Copilot is used to analyse and visualise data, identify trends and creating reports and graphs.

SSE's data, used by Copilot is stored within our secure Microsoft tenant, which is held within the UK. The data is under the control of SSE and is not used to train or improve Microsoft, or third-party AI models. Outputs and user prompts are retained as per existing retention rules.

If you don't provide us with that personal information, you may not be able to access certain products and/or services.

Receiving your Personal Information

We will **receive** your personal information from the following sources:-

- Directly from you;
- From a member of your household or the account holder
- From third party sources, being: -
 - (a) **Other energy suppliers** – where you are joining SSE from another supplier;
 - (b) **Network Operators** - including and when you ask to switch your account to us;
 - (c) **Credit reference or fraud prevention agencies**;
 - (d) **Debt Collection Agencies**, tracing agents, and/or legal claims firms if we provide you with a service and you fail to make payments;
 - (e) **Third party data providers**, who may provide us with information, including aggregated geo-demographic and lifestyle data, and combine this with account information to conduct statistical analysis.;
 - (f) **Councils, local authorities or housing associations**;
 - (g) **Letting agents, landlords, property developers, cohabitants or previous tenants** – if you have recently moved into a rental property that we supply energy to or if that third party introduces you to SSE;
 - (h) **Ofgem**, the **Energy Ombudsman** and any other regulatory authority we may be subject to for the purposes of demonstrating compliance with applicable law and regulations;
 - (i) **Law enforcement agencies**; If we're under a duty to disclose your information to comply with any legal obligation, or where we require to report criminal and/or anti-social behaviour then we may disclose your personal data to meet national security or law enforcement requirements or to prevent illegal activity;
 - (j) **SSE Group companies**;
 - (k) **Third party introducers** (such as price comparison websites);
 - (l) **National databases** supporting the energy transfer process, including ECOES, Xoserve, and PAF, which provide us with information about the supply of energy to each address in the UK. We may use a third party to facilitate access to this information.

Sharing your Personal Information

We will **share** your personal information with the following categories of third parties:

- (a) **Ofgem**, the **Energy Ombudsman** and any other regulatory authority we may be subject to for the purposes of demonstrating compliance with applicable law and regulations;
- (b) our **third-party suppliers, partners** and **sub-contractors** that provide, review and/or receive services for and on our behalf. This includes: payment processors; marketing support (e.g. third parties who serve advertising on their platforms on our behalf: Amazon, Viant, Facebook and Google Adwords); suppliers of technical, support and installation services; insurers; legal advisers; auditors; logistics providers; security providers; cloud services providers and via API integrators; research agencies; other energy suppliers where they carry out meter readings on our behalf and if you are entitled to claim government funding for energy efficiency measures, installers, energy performance assessors and sales advisers. This may include instructing third parties acting as data processors to collect/access consumption data on our behalf.
- (c) **other group companies in the SSE Group**;
- (d) **authorised third parties** or **named account holders** in addition to you; or where appropriate, **family members** or **cohabitants**, **previous tenants**, **landlords**, or **letting agents** who/which may require information about you or your premises, or who introduced you to SSE;
- (e) **Government** or **law enforcement agencies/officials** or **fraud prevention agencies** or **regulators**, where we are under a duty to disclose your information to comply with any legal obligation or regulatory purpose, including as may be required to meet national security or law enforcement requirements or prevent illegal activity or to prove that you qualify for relevant government funded schemes;
- (f) our **Corporate Auditor** for the purposes of demonstrating compliance with financial and regulatory frameworks;
- (g) **Other energy suppliers**, if you choose to leave us, to assist the switching process, including energy usage and any debts on the account;
- (h) **relevant gas transporters**, **metering agents** or **network operators**;
- (i) **Debt Collection Agencies**, **tracing agents**, **debt purchasers** and/or **legal claims firms** if we provide you with a service and you fail to make payments. We may share your personal information with them as an independent data controller. Where this happens, they will be responsible for making sure they comply with their data protection obligations.
- (j) **Credit Reference Agencies** – see the section “What we do with your personal data” and “Credit Reference Agencies”;
- (k) **Third party intermediaries**, where you have engaged their services;
- (l) If we sell, merge, or perform any internal re-organisations in relation to any of our (or any third party's) business or assets, the personal information will be one of the transferred assets to the relevant buyer and/or new data controller of such business or assets.

International Data Transfers out with the EEA/UK

Your personal data may be transferred to or processed in a country which is outside your resident country (this includes outside of the United Kingdom and European Economic Area ("EEA")). This may include transfers to other companies within the SSE group, and to third parties. The EEA consists of countries in the European Union, Iceland, Liechtenstein and Norway and are all considered to have equivalent laws in data protection and privacy. As of present, the UK including Northern Ireland, are also considered to have equivalent laws in data protection and privacy.

We take organisational, contractual, and legal measures to ensure that adequate levels of protection have been implemented to safeguard your personal data such as

- Where the country has been granted an adequacy decision by the European Commission and/or the Information Commissioner in the UK. This means that the destination country provides an adequate level of protection which is equivalent to that applied in the UK, and the EEA;
- Put in place a contract where the third party receiving the personal data, which incorporates the Standard Contractual Clauses ("SCCs") which has been issued by the European Commission (in relation to transfers of European residents' personal data) and the UK addendum to the SCCs which has been issued by the ICO (in relation to transfers of UK residents' personal data), that means the third party who receives the personal data must protect it to the same standards set out in the GDPR;
- Where an appropriate derogation as set out in Article 49 of the GDPR applies; or
- Where the EU-US Data Privacy Framework and/or the UK Extension to the EU-US Data Privacy Framework arrangements apply.

How long we hold your personal information

We keep your personal information for no longer than is necessary of the purposes for which the personal information is processed. The length of time we retain it for depends on the purposes for which we use it and/or as required to comply with applicable laws and to establish, exercise or defend our legal rights.

This means that some of your personal information will be kept for a short time e.g. we may keep copies of correspondence and complaints for up to three years following resolution. Other information may be kept for a longer period, e.g. we keep your contact details for a period of up to seven years after your account has settled (but for a shorter period if that is possible), and where you have participated in a marketing campaign your unconverted lead will be kept for 12 months.

Changes to this Privacy Notice

We may update our privacy notice from time to time. Any changes we make to our privacy notice in the future will be posted on the SSE Energy Solutions website and, where appropriate, notified to you by post or email.

This privacy notice (v13) was updated in June 2026.

Your rights

You have the following rights regarding your personal information:

Rights	What does this mean?
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1. Right to be informed	You have the right to be provided with clear, transparent, and easily understandable information about how we use your personal data and your rights. This is why we are providing you with the information in this Privacy Notice.
2. Right of access	You have the right to obtain access to your personal data (if we are processing it) and certain other information (similar to that provided in this Privacy Notice). This is so you are aware and can check that we are using your personal data in accordance with data protection law.
3. Right to rectification	You are entitled to have your personal data corrected if it is inaccurate or incomplete.
4. Right to erasure	This is also known as ‘the right to be forgotten’ and, in simple terms, enables you to request the deletion or removal of your personal data where there is no compelling reason for us to keep it. This is not a general right to erasure; there are exceptions.
5. Right to restrict processing	You have rights to ‘block’ or suppress further use of your personal data in certain circumstances. When processing is restricted, we can still store your personal data but may not use it further.
6. Right to data portability	You have the right to obtain and reuse your personal data in a structured, commonly used, and machine-readable format in certain circumstances. In addition, where certain conditions apply, you have the right to have such information transferred directly to a third party.
7. Right to object to processing	You have the right to object to certain types of processing in certain circumstances. In particular, the right to object to the processing of your personal data based on our legitimate interests or on public interest grounds; the right to object to processing for direct marketing purposes (including profiling); the right to object to the use of your personal data for scientific or historical research purposes or statistical purposes in certain circumstances.
8. Right to withdraw consent	If you have given your consent to anything we do with your personal data, you have the right to withdraw your consent at any time (although if you do so, it does not mean that anything we have done with your personal data with your consent up to that point is unlawful). This includes your right to withdraw consent to us using your personal data for direct marketing.

For more information on your rights or if you would like to exercise any of your rights, you are welcome to get in touch using the details in the “*Contacting Us*” section below. We may ask you to provide us with information necessary to confirm your identity before responding.

We will consider all those requests. However, certain personal information may be exempt from those requests in certain circumstances, which may include needing to keep processing your personal information for our legitimate interests or to comply with a legal obligation. If an exemption applies, we will tell you this when responding to your request.

Contacting Us

If you would like to contact us in relation to your rights or if you are unhappy with how we've handled your information, you may contact us by:

Email: EnergySolutionsDataProtection@sse.com

Address: SSE Energy Solutions, No.1 Forbury Place, 43 Forbury Road, Reading, United Kingdom, RG1 3JH

If you would like to contact our Data Protection Officer, you may do so using the following details:

Email: GroupDPO@sse.com

Address: Data Protection Officer, No. 1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH.

If you are not satisfied with our response to any complaint or believe our processing of your information does not comply with data protection law, you can make a complaint to the Information Commissioner's Office (ICO) using the following details:

Telephone number: 0303 123 1113

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: ico.org.uk