

Opus Energy Limited

Website Privacy Notice

Opus Energy Limited (“Opus Energy”, “we”, “us” or “our”) is committed to protecting and respecting your privacy.

This Website Privacy Notice (“Notice”) (together with our, Cookies Policy [Cookie Policy](#) and Terms of Use [Terms of Use](#) and any other documents referred to in it) sets out the basis on which any personal data (called personal information in this Notice) we collect from you, or that you provide to us, via www.opusenergy.com (our “Website”) will be processed by us.

Opus Energy is primarily designed to provide energy and related services to the business community. The collection of personal information is limited to personal information of individuals representing the commercial enterprise/business entity that will enable us to manage our commercial relationship with you, as explained further in this Notice.

We will be the data controller of your personal information which you provide to us or which is collected by us via our Website. This means that we are responsible for deciding how we hold and use personal information about you and that we are required to notify you of the information contained in this Notice. It is important that you read this Notice so that you are aware of how and why we are using such information and how we will treat it.

The information which you provide to us may include information about other individuals who are associated with the management of your business, the administration of your account with us or, if you are a limited company, corporate contacts within your business. If you provide us with information about such individuals, it is important that you provide them with a copy of this Notice prior to providing us with the information and that you provide them with any updated Notices we provide from time to time.

Our Data Protection Manager is responsible for overseeing questions in relation to this Notice and is contactable via data.protection@opusenergy.com. You can also contact us using the details provided at the end of this Notice in the “Contacting Us” section.

HOW WE USE YOUR INFORMATION

This Notice tells you what to expect when we collect your personal information. It applies to information we collect:

1. When you interact with us on our Website or communicate with us by phone, email or otherwise;
2. Automatically when you use our website;
3. When you subscribe to our newsletter; and
4. Where you apply for a job with us through our Application Website Portal.

1. Website interaction and communication by phone, email or otherwise

If you interact with us via our Website, for example by filling in the ‘contact us enquiry’ form, or if you communicate with us by phone, email or otherwise, then we will collect your name, contact details, and any other personal information that you provide to us.

We will only use this personal information for the purpose of providing you with any information you request from us, or to deal with your enquiry. If you have provided any feedback to us, then we may use this feedback to improve our Website and/or the services we provide.

It is in our legitimate interests to process your personal information in this way, as it is necessary to respond to your request or enquiry and to help improve our Website and our services, and these interests are not overridden by any detriment to your rights or freedoms.

We will also keep a record of our correspondence.

2. Automatically when you use our Website

Each time you use our Website, we will automatically collect:

- technical information such as your IP address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our Website; and
- information about your visit such as the pages you request, clickstream to, through and from our Website, download errors and page interaction information such as scrolling, clicks and mouse-overs.
- capture demographic information using data from Google's interest-based advertising or 3rd-party audience data with Google Analytics.

We will use this information:

- to administer and improve our Website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to investigate and respond to website security incidents;
- for the purposes of conversion tracking and serving ads targeted to users' interest; and
- to ensure that content from our Website is presented in the most effective manner for you and your computer.
- improve user experience.

We will also disclose this information to selected third parties, including analytics and search engine providers, that assist us with the improvement and optimisation of our Website (see the Disclosure of your Information section below for more information).

It is in our legitimate interests to use this personal information for the limited purposes set out above, which are not overridden by any detriment to your rights and freedoms, particularly as the information is only processed by us in a way that does not identify individuals.

If you prefer to opt out of some third-party, interest-based advertising you may disable this in several ways:

1. Through the Do Not Track functionality in your web browser. To do this, use a popular search engine and search for 'Enable Do Not Track in my browser'. You will find resources to guide you through the process, and can reset your preferences or settings at any time by repeating these processes.
1. Through the Digital Advertising Alliance's consumer choice tool. You can find this at optout.aboutads.info to opt out of seeing interest-based advertising from participating companies in your current browser.
2. On your mobile device. You can enable the 'Limit Ad Tracking' setting in your iOS phone's settings, or the setting to 'Opt out of Ads Personalisation' in your Android phone's settings.

We will not carry out any solely automated decision-making using your personal information obtained via our Website.

3. When you subscribe to our newsletter

If you subscribe to receive our email newsletter, you are consenting to us using your email address to send it to you together with any relevant business-related marketing.

You have the right to withdraw your consent at any time by contacting us using the details set out in the "Contacting Us" section. If you request it, we will stop sending you the newsletter and/or marketing communications as per your instructions.

4. Where you apply for a job with us

Please refer to our Applicants Privacy Policy provided during our recruitment process, which explains what information we collect from you when you apply for a job with us and how we process that information.

CHANGE OF PURPOSE

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

DISCLOSURE OF YOUR INFORMATION

Our Website may, from time to time, contain links to and from other websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share information about you. We do not control those third-party websites and are not responsible for their privacy notices. When you leave our Website, we encourage you to read the privacy notice of every website you visit before you provide them with personal information.

We may share your personal information with the third parties set out below:

- service providers (based in the UK) who provide IT and system administration services or support us in the preparation and delivery of our newsletter and analytics and search engine providers (such as Google Analytics);
- other companies in our Group of companies such as Drax Power Limited or Haven Power Limited (based in the UK) who provide Security, IT and system administration services and undertake management reporting;
- if we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or in order to enforce or apply our Terms and Conditions or Terms of Use;
- in the event that we sell or buy any business or assets, in which case we may disclose your personal information to the prospective seller or buyer; or
- if we or substantially all of our assets are acquired by a third party, in which case personal information held by us will be one of the transferred assets.

We require all service providers and Group companies that we share your personal information with to respect the privacy and security of your personal information and to treat it in accordance with the law. We do not allow our third-party service providers, including Group companies, to use your personal information for their own purposes and only permit them to process your personal information for specified purposes and in accordance with our instructions.

Most of the personal information we collect about you is based in the United Kingdom or in some cases, a service provider or their sub-processor may be based elsewhere in the European Union (EU) and so, they are required to comply with European data protection law. On occasion, we may appoint a third-party service provider whose operation or a server or sub-processor may be based outside of the EU. As part of our Vendor Management Policy, we carry out due diligence on our third-party providers and assess whether your personal information will be transferred to them or accessed by them from outside the EU. If that is the case, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- we will only transfer your personal information to countries that have been deemed to provide an adequate level of protection for personal information by the European Commission¹; or

¹ Article 45 of the GDPR

- where we use providers based in the US, we may transfer personal information to them if they are part of the Privacy Shield which requires them to provide similar protection to personal information shared between the EU and the US. You can view certifications at www.privacyshield.gov²; or
- where we use certain service providers who are not in a 'adequate' country or part of the Privacy Shield, we may use specific contracts approved by the European Commission which give personal information the same protection it has in the EU, called an EU Model Clause Agreement³.

If you would like to know the specific mechanism used by us when transferring your personal information out of the EU, please contact us using the details set out in the "Contacting Us" section at the end of this Notice.

STORAGE OF YOUR PERSONAL INFORMATION

We will only keep your personal information for as long as necessary to fulfil the relevant purpose(s) we collected it for, as set out above in this Notice, and for as long as we are required to keep it for legal purposes.

To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorized use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

For example, by law, we have to keep basic information about our customers (including contact, identity, financial and transactional data) for six years after they cease being customers for tax purposes.

In some circumstances:

- you can ask us to delete your personal information, see Your Rights below for further details; and
- we may anonymise your personal information (so that it can no longer be associated with you) for research or statistical purpose in which case, we may use this information indefinitely without further notice to you.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal information breach and will notify you and any applicable regulator where we are legally required to do so.

YOUR RIGHTS

Data protection laws provide you with the following rights, to:

- request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it;
- request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected;
- request erasure of your personal information in certain circumstances. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below);

² Article 46 of the GDPR

³ Article 46 of the GDPR

- request the restriction of processing of your personal information in certain circumstances. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it; and
- request the transfer of your personal information to another party.

You also have the **right to object** to the processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights above). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

You have the right to make a complaint at any time to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues. The ICO can be contacted by telephone on 0303 123 1113 or by post as follows: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or via email at casework@ico.org.uk. We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance using any of the details set out below in the “Contacting Us” section.

CHANGES TO OUR PRIVACY NOTICE

Any changes we make to our Notice in the future will be posted on this page and, where appropriate, notified to you by e-mail.

CONTACTING US

If you have any queries, comments or requests regarding this Notice or you would like to exercise any of your rights set out above, you can contact us as follows:

- Contact: Data Protection Manager
- Email: data.protection@opusenergy.com
- Address: Opus Energy Limited, Opus Energy House, 8-10 The Lakes, Northampton, NN4 7YD