

# Contact Management Service

## **Information collected by us**

The types of personal information that you may provide when accessing the Contact Management Service are:

Your user name and password

Your email address

Your telephone number

In some circumstances you may be required to provide personal information that relates to a gas consumer which may include the following:

Meter Point Reference Number

Gas Consumer address

Gas Consumer name

Gas Consumer telephone number

In the event that you wish to report a theft of gas you may be required to provide the following information which may include personal information:

Crime reference number

Details of the alleged theft of gas

Details of how the alleged theft of gas was detected

## **How we use your personal information**

We will use the personal information that you provide to us for the following reasons:

To enable us to provide the Contact Management Service to you

For any processing that is required by any law or regulation and /or requested by regulatory bodies or law enforcement agencies

## **Whether information has to be provided by you, and if so why**

We need you to provide your username and password to enable us to provide the service to you.

Personal information relating to a gas consumer is provided where a site visit is required; we require this information to ensure that the relevant network is notified to arrange that site visit.

Personal information relating to an alleged theft of gas is provided to us and we will pass this onto the relevant party who will investigate the allegation.