

PRIVACY NOTICE

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

Who we are

Xoserve Limited takes the protection of personal data very seriously. In order to provide some of our services to you we will need to collect, use and be responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The personal information we collect and use

Information collected by us

In the course of the services that we provide to you we collect your personal information. The personal information that you provide and how we use it may differ depending on the service that we provide to you. To understand what we collect and how we will use it please click on the service name below:

[Data Enquiry Service/UK Link/Access Controls](#)

[Contact Management Service](#)

[Request/Application Forms](#)

[M Number Creation Form](#)

Who we share your personal information with

To enable us to provide the service to you we routinely share the personal information that we have collected from you with our third party suppliers. Some of those third party recipients may be based outside the European Economic Area — for further information including on how we safeguard your personal data when this occurs, see 'Transfer of your information out of the EEA'.

We will share personal information with law enforcement or other authorities if required by applicable law.

We will share personal information with our employees and contractors.

We will not share your personal information with any other third party.

How long your personal information will be kept

We will keep your personal information for as long as it is required to enable us to provide the service to you in line with our document retention policies and/or applicable laws.

Reasons we can collect and use your personal information

We rely on the agreement that you or your employer has entered into with us as the lawful basis on which we collect and use your personal information.

Transfer of your information out of the EEA

We may transfer your personal information outside of the European Economic Area (EEA). In doing so we will always ensure that sufficient technical and organisational measures are in place to safeguard your personal information.

If you would like further information please contact us (see 'How to contact us' below).

Your rights

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- write to us at Xoserve Ltd, Lansdowne Gate, 65 New Road, Solihull, B91 3DL;
- let us have enough information to identify you as a user of the service; and
- let us know the information to which your request relates

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

Changes to this privacy notice

This privacy notice was published on 25 May 2018 and last updated on 24 May 2018.

We may change this privacy notice from time to time.

How to contact us

Please contact us if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact us write to Xoserve Limited, Lansdowne Gate, 65 New Road, Solihull, B91 3DL.

Data Enquiry Service/UK Service/Access Controls

Information collected by us

The types of personal information that you will provide when accessing either the Data Enquiry Service; the UK Link Service; or Access Controls are:

Your user name and password

Your Internet Protocol (IP) address

How we use your personal information

We will use your personal information for the following purposes:

To enable us to provide access to the Data Enquiry Service; the UK Link Service; or Access Controls to you

To monitor your access to the Data Enquiry Service; the UK Link Service; or Access Controls

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. Your IP address will be collected to enable us to ensure that the service is being accessed in accordance with the relevant terms and conditions for the service.

Contract Management Service

Information collected by us

The types of personal information that you may provide when accessing the Contract 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 Contract 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.

Request/Application Forms

Information collected by us

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

Contact Name

Contact Number

Email Address

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 respond to your request or to process your application for a specific service

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 contact details to enable us to respond to you.

M Number Creation Form

Information collected by us

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

Your name

Your email address

Your contact number

Meter Point AQ

Full postal address of premises

Gas Consumer name

Gas Consumer telephone number

Gas Consumer email address

Meter Point details if present

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 create a Meter Point Reference Number for 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 name and contact details to enable us to provide the service to you.

Personal information relating to a gas consumer is provided to enable us to create a meter point reference number.