

Vital Energi Privacy Notice

Website & Other Channels

Last Updated: 1st November 2023

Introduction

Vital Energi Utilities Limited together with its affiliates and subsidiaries (“Vital Energi”, “we”, “our”) is committed to protecting your privacy and meeting our legal obligations when visiting or contacting us through our website. We are a limited company registered in England and Wales, company number 04050190, with our registered address at Century House, Roman Road, Blackburn, Lancashire, BB1 2LD.

This privacy notice explains what personal data Vital Energi collects from individuals who visit our website, contact us using our web forms, by email or through one of our social channels; or subscribe to our newsletter or other marketing communications (“you”, “your”). It also explains what information we collect automatically when you visit our website.

If you contact us in relation to heating services we are providing to your residence or in relation to bill we have sent you, please see our Privacy Notice for End Users.

Vital Energi Utilities Limited are both Controller and Processor of the personal data we process, registered as a Controller in the UK with the Information Commissioner’s Office (“ICO”), registration number Z805921X.

We update this privacy notice from time to time in response to changes in applicable laws and regulations, to our processing practices and to the products and services we offer. When changes are made, we will update the ‘Last Updated’ date at the top of this page. Please review this privacy notice periodically to check for updates.

Personal data we collect

When you contact us using the web form on our website, a corporate email account (such as sales@vitalenergi.co.uk) or through one of our social channels (‘X’ – formerly known as Twitter, YouTube, LinkedIn) we collect the information you provide to us. This typically includes your name, email address, telephone number and company or employer’s name (where applicable) and any additional information you include in your message.

When compiling our expense report, we will collect your name and company details.

When you visit our website, we will collect limited personal data automatically through the use of cookies and web beacons on our website. For more details see the section on cookies immediately below.

Cookies & social media links

Vital Energi uses Cookies and web beacons on our website and web beacons in some emails we send. Cookies are small text files and web beacons are small graphic images. They are downloaded to your device when you visit a website or receive certain emails unless you have set your browser to stop them.

We use cookies to remember your preferences, display content that is more relevant to you, improve your overall experience on our site and track visitors to our website. We use web beacons to track the

actions of individuals (such as email recipients) and measure the success of our marketing campaigns and response rates.

For more information on the cookies and web beacons used on our website please see our [Cookie Notice](#). You can also contact us at dataprotection@vitalenergi.co.uk if you have any questions about the use of cookies on our website. Our website includes links to our social media channels. When you use one of these buttons or links you are visiting a third-party website and this privacy notice will no longer apply. We do not accept any responsibility or liability for third-party websites and you should check their privacy notices before you submit any personal data to them.

How we use your personal data

We use the personal data you provide to us to respond to your enquiry and, if you have agreed to us doing so, we use it to subscribe you to our newsletter and contact you with research reports, insights and other Vital Energi news and information. You can unsubscribe from our newsletter and associated communications at any time by contacting us at dataprotection@vitalenergi.co.uk.

Basis for using your personal data

We use your personal data communicate with you because it is in our legitimate interests to reply to enquiries made by individuals through our website, by email or through our social channels. Also, to send you our newsletter, research supports, insights and other Vital Energi news and information where you have consented to us doing so.

You can object to, or withdraw your consent for, Vital Energi using your personal data in these ways. You can do so by unsubscribing using the link provided in our emails or by contacting us using the details given below.

We only use cookies and web beacons with your consent. Unless you decline them, you consent to our use of cookies and web beacons by visiting and using our website. You can manage your cookie preferences through your web browser settings, as set out in our [Cookie Notice](#). You can also contact us at dataprotection@vitalenergi.co.uk if you have any questions about the use of cookies on our website.

Sharing your data

If you have contacted us in relation to heating services we are providing to your residence or in relation to a bill we have sent you, please see our [Privacy Notice for End Users](#). This sets out how we share your data in those circumstances.

We also share your personal data with suppliers to our business who process data on our behalf. This includes, for example, cloud service providers. In such cases, our suppliers are Processors and may only use the data in line with our instructions and not for any other purpose.

It is possible we may be required to share your data to comply with applicable laws or with valid legal processes, such as in response to a court order or with government or law enforcement agencies.

How long we keep your data

We will retain your personal data for as long as is necessary to provide you with our services and for a reasonable period thereafter to enable us to meet our contractual and legal obligations and to deal with complaints and claims. At the end of the retention period, your personal data will be securely deleted or anonymised, for example by aggregation with other data, so that it can be used in a non-

identifiable way for statistical analysis and business planning. Retention periods are detailed within our Personal Data Retention Policy, available upon request.

Your Rights

You have the following rights in respect of your personal data:

Rights	Description
Right to be informed	Individuals have the right to be informed about the collection and use of their personal data
Right of access	Individuals have the right to receive a copy of their personal data, and other supplementary information
Right to rectification	Individuals have the right to have inaccurate personal data rectified or completed if it is incomplete
Right to erasure	Individuals have the right to request their personal information to be erased, in certain circumstances
Right to restrict processing	Individuals have the right to request the restriction or suppression of their personal data, in certain circumstances, in particular: <ul style="list-style-type: none"> • if your data is not accurate; • if your data has been used unlawfully but you do not want us to delete it; • if your data is no longer needed, but you want us to keep it for use in legal claims; or • if you have already asked us to stop using your data but you are waiting to receive confirmation from us as to whether we can comply with your request
Right to data portability	Individuals have the right to obtain and reuse their personal data, in a machine-readable format, for their own purposes across different services, in certain circumstances
Right to object	Individuals have the right to object to the processing of their personal data, in certain circumstances Where we are using your personal data because it is in our legitimate interests to do so, you can object to us using it this way Where we are using your personal data for direct marketing, including profiling for direct marketing purposes, you have an absolute right to ask us to stop doing so
Rights with respect to automated decision-making and profiling	Individuals have the right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you

In addition to the above, an individual also has the following rights:

Rights	Description
Right to withdraw consent	Where we are using your personal data based on your consent, you can withdraw that consent at any time

Rights	Description
Right to lodge a complaint with the relevant supervisory authority	You have the right to raise a complaint about how we handle your personal information with the ICO. Please see below for details on how to exercise this right

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). 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.

If you wish to exercise your rights, please email us at dataprotection@vitalenergi.co.uk.

How to contact us

You can contact Vital Energi in relation to data protection and this privacy notice by writing to:

Head of IT
Vital Energi
Century House
Roman Road
Blackburn
BB1 2LD

Alternatively, you can email us at dataprotection@vitalenergi.co.uk

Raising a complaint with the UK data protection supervisory authority

If you believe you have exhausted all possible avenues of resolving your data protection concerns with us, you may lodge a complaint with the ICO.

The ICO Helpline can answer your data protection enquiries on 0303 123 1113.

You can also send your postal correspondence to:

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

Alternatively, you can contact them at <https://ico.org.uk/make-a-complaint/>.