

## Introduction

MPS Energy Ltd takes your privacy seriously. This Privacy Notice is intended to set out your rights and answer any queries you may have about your personal data. If you need more information, please contact: [enquiries@mpsenergy.co.uk](mailto:enquiries@mpsenergy.co.uk).

In all circumstances, the controller of your data for the purposes of the Data Protection Act 2018 and the EU General Data Protection Regulations 2016/679 will be MPS Energy Ltd.

Our personal information handling policy and procedures have been developed in line with the requirements of the 1995 European Union Data Protection Directive (Directive 95/46/EC) and the General Data Protection Regulation (in force from 25 May 2018) and applicable national law.

## 1. What is personal data and what information do we collect?

Personal data refers to any data that relates to a living individual who can be identified, either directly or indirectly, from that data. We collect and process personal data about you when you interact with us and our products and when you purchase goods and services from us. We collect personal information from you when you make a purchase from our online shop [mpsmetershop.co.uk](http://mpsmetershop.co.uk), register for an account with us, or contact us. The personal data we process includes:

- identity and profile data such as your name, your username (or similar identifier) and password, your orders, preferences or feedback
- contact data such as your addresses (billing address, delivery address, email address and/or phone number)
- transaction data including information about your payments and delivery details, where you make purchases from us, and other details of products or services you may have purchased from us
- technical and access data including information related the browser or device you use to access our website, your internet browser and operating system
- recordings of calls you make to our customer service team
- and/or any other information you provide

## 2. How do we use this information and what is the legal basis for this use?

We process the personal data listed in section 1 above for the following purposes:

- as required to establish and fulfil a contract with you, for example, if you make a purchase from us or enter into an agreement to provide or receive services. This may include verifying your identity, taking payments, communicating with you, providing customer services and arranging the delivery or other provision of products or services. We require this information in order to enter into a contract with you and are unable to do so without it;
- to comply with applicable law and regulation;
- in accordance with our legitimate interests in protecting MPS Energy's legitimate business interests and legal rights, including but not limited to, use in connection with legal claims, compliance, regulatory and investigative purposes (including disclosure of such information in connection with legal process or litigation);
- with your express consent to respond to any comments or complaints we may receive from you, and/or in accordance with our legitimate interests including to investigate any complaints received from you or from others, about our website or our products or services;
- we may use information you provide to personalise (i) our communications to you; (ii) our website; and (iii) products or services for you, in accordance with our legitimate interests;

Document Number	Created By	Issue Date	Review Date	Next Review Date	Page Number
POL-011-V02	M. Low	28/06/2022	12/04/2024	12/04/2025	1 of 3

## Privacy Notice

- to monitor use of our websites and online services. We may use your information to help us check, improve and protect our products, content, services and websites, both online and offline, in accordance with our legitimate interests;
- if you provide a credit or debit card, we use third parties (such as POS payment providers) to check the validity of the sort code, account number and card number you submit in order to prevent fraud, in accordance with our legitimate interests and those of third parties. We have no control over and assume no responsibility for the content, Privacy Policy or practices of any third party's site or services. Any personal information collected by the third party will be controlled by the Privacy Notice of the third party. We strongly recommend that you review the Privacy Policy for every site you visit. MPS Energy Ltd does not hold any customer payment card information.
- we may monitor any customer account to prevent, investigate and/or report fraud, terrorism, misrepresentation, security incidents or crime, in accordance with applicable law and our legitimate interests;
- in circumstances where you contact us by telephone, calls may be recorded for quality, training and security purposes, in accordance with our legitimate interests; and

### 3. With whom and where will we share your personal data?

We may share your personal data with the below third parties:

- our professional advisors such as our auditors and external legal and financial advisors
- our suppliers, business partners and sub-contractors and/or
- search engine and web analytics - Please refer to our Cookie Policy.

Personal data may be shared with government authorities and/or law enforcement officials if required for the purposes above, if mandated by law or if needed for the legal protection of our legitimate interests in compliance with applicable laws. Personal data may also be shared with third party service providers who will process it on behalf of MPS Energy Ltd for the purposes above. Such third parties include, but are not limited to, providers of website hosting, maintenance and identity checking.

In the event that our business or any part of it is sold or integrated with another business, your details will be disclosed to our advisers and those of any prospective purchaser and will be passed to the new owners of the business.

### 4. How long will you keep my personal data?

We will not keep your personal information for any purpose for longer than is necessary and will only retain the personal information that is necessary in relation to the purpose. We are also required to retain certain information as required by law or for as long as is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions.

Where you are a customer, we will keep your information for the length of any contractual relationship you have with us and after that for a period of 12 months.

Where you are a prospective customer and you have expressly consented to us contacting you, we will only retain your data (a) while you interact with us and our content; or (b) for 12 months from when you last interacted with us or our content.

In the case of any contact you may have with our administration team, we will retain your contact details for as long as is necessary to resolve your query and for up to 12 months after contact.

In some instances laws may require MPS Energy Ltd to hold certain information for specific periods other than those listed above.

Document Number	Created By	Issue Date	Review Date	Next Review Date	Page Number
POL-011-V02	M. Low	28/06/2022	12/04/2024	12/04/2025	2 of 3

## 5. Where is my data stored?

The personal data that we collect from you may be transferred to, and stored within the European Economic Area ("EEA").

## 6. What are my rights in relation to my personal data?

You have the right to ask us not to process your personal data for marketing purposes. You can exercise your right to prevent such processing by contacting us.

Where you have consented to us using your personal data, you can withdraw that consent at any time.

If the information we hold about you is inaccurate or incomplete, you can notify us and ask us to correct or supplement it.

You also have the right, with some exceptions and qualifications, to ask us to provide a copy of any personal data we hold about you.

Where you have provided your data to us and it is processed by automated means, you may be able to request that we provide it to you in a structured, machine readable format.

If you have a complaint about how we have handled your personal data, you may be able to ask us to restrict how we use your personal data while your complaint is resolved. In some circumstances you can ask us to erase your personal data (a) by withdrawing your consent for us to use it; (b) if it is no longer necessary for us to use your personal data; (c) if you object to the use of your personal data and we don't have a good reason to continue to use it; or (d) if we haven't handled your personal data in accordance with our obligations.

## 7. Where can I find more information about MPS's handling of my data?

Should you have any queries regarding this Privacy Notice, about MPS Energy Ltd's processing of your personal data or wish to exercise your rights, in the first instance please use the details below to contact MPS Energy Ltd:

Email address: [enquiries@mpsenergy.co.uk](mailto:enquiries@mpsenergy.co.uk)

Company address: Admin Team, MPS Energy Ltd, Suite 7, 5 Station Yard, Needham Market, Ipswich, Suffolk, IP6 8AS

If you are not happy with our response, you can contact the Information Commissioner's Office: [www.ico.org.uk](http://www.ico.org.uk).

## 8. Changes to this Privacy Policy

From time to time we may make changes to this Privacy Notice. Please refer back to it to ensure that you are aware of any changes, as any updates will apply when visiting our website.

Last updated: April 2024

Document Number	Created By	Issue Date	Review Date	Next Review Date	Page Number
POL-011-V02	M. Low	28/06/2022	12/04/2024	12/04/2025	3 of 3