



**LCC Power Limited trading  
as Go Power  
Privacy Statement**



# LCC Power Limited trading as Go Power Privacy Statement



This statement sets out how LCC Power Limited (Company No. NI608111) complies with the Data Protection Act 1998 (DPA), confidentiality issues, information security and its regulatory and legislative obligations. This Policy is an important document because it explains the way that we use your personal information when you are in contact with us including but not limited to on our website. When you deal with LCC Power Limited we will assume you agree to the use of your personal information as described in this statement unless you tell us otherwise in writing.

LCC Power Limited trading as Go Power is a wholly owned subsidiary of LCC Group Limited.

**We can be contacted at:** 16 Churchtown Road, Cookstown, County Tyrone, BT80 9XD  
Our website is [www.gopower.co.uk](http://www.gopower.co.uk)

Our Data Protection Officer has overall responsibility for the way that we handle personal data. The Data Protection Officer can be contacted at: 16 Churchtown Road, Cookstown, County Tyrone, BT80 9XD

## We Collect, Store And Use Personal Information

The lawful bases we rely on for processing your information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting the Data Protection Officer using the details provided above.
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a legitimate interest.



## What personal information do we collect?

- Personal Information:** This includes details such as your name, date of birth and contact details. This is required in order to enter into a contract with you.
- Health or disability data:** In order to comply with our commitments and responsibilities under the Priority Services Register and Safety Net Policy for vulnerable customers we require information such as health or disability issues and medical equipment details to make sure we provide you with appropriate services to ensure your safety.
- Financial Information:** This includes your payment details and financial circumstances. If you choose to pay by Direct Debit we require your bank details.
- Energy use:** You have a contractual obligation to provide us with details of your energy usage.
- Energy you generate:** Details of energy you generate under the Feed In Tariff scheme (FIT). You're obliged to give us this information to help us manage your account.
- Landowner details:** We collect details of your property, along with your name and that of any landlord, for the purposes of obtaining access to or placing equipment on your property.



## How do we collect your personal information?

You may directly give us information about you by filling in forms in hard copy or the Website, or by corresponding with us (for example, by e-mail or phone calls). This includes information you provide when you register to use or subscribe to any of our services, search for a mobile application or service, make a purchase on the Website, enter a competition, promotion or survey, and when you report a problem with the services we provide.

### **Each time you visit our Website we may collect the following information:**

- technical information, including the type of mobile device you use, a unique device identifier (for example, your device's IMEI number, the MAC address of the device's wireless network interface, or the mobile phone number used by the device), mobile network information, your mobile operating system, the type of mobile browser you use, time zone setting, IP addresses, browser types;
- Cookies are small text files stored in your web browser, which can identify you when you visit our website. We use cookies on the websites to provide functionality such as maintaining your status as logged on to the site and recording chosen preferences as you move around the site

We may also monitor and record any communications we have with you, like phone conversations and emails. This is required in order to train staff and monitor our services and to make sure we're meeting our regulatory and legal responsibilities. We may ask your old energy supplier for the information we need to take over your supply.

We may check your details with credit reference and fraud prevention agencies to help us make decisions about whether or not you're eligible to make payments on our goods and services. We may also access and use information about you that credit reference and fraud prevention agencies give us. When credit reference agencies receive a search from us, they'll record this on your credit file (whether your application is successful or not).



## How do we store your personal information?

All information you provide to us is stored on our secure servers. Any payment transactions carried out by us or our chosen third-party provider of payment processing services will be encrypted. Where we have given you (or where you have chosen) a password that enables you to access certain parts of the Website or Apps, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Our systems are kept up-to-date and we test our online services to make sure they're secure and that unauthorised access is prevented. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to the Website or the Apps; any transmission is at your own risk.

Once we have received your information, we will use procedures and security features to try to prevent unauthorised access.

## How we use your personal information?

We endorse the data minimization principle and will collect only the minimum of personal data required to provide you with efficient, reliable and professional service.

We use your information in order to set up and manage your account, provide the best service we can to you, to ensure our compliance with all applicable Regulations and Laws and for credit control and debt enforcement. We can pass on information about meter readings, equipment and payments to your new supplier when you move on, too.

We need energy use data to send you accurate bills. If you have difficulty paying our bills, providing details of your circumstances helps us work with you to resolve this.

We also make the following use of your information:

Check your identity.

Check details on applications you make for credit and credit-related services and to manage such accounts or services.

Prevent and detect fraud and money laundering.

Recover debt.

Check details of employees and people applying for jobs with us.



If we suspect someone has committed fraud or stolen energy by tampering with a meter or diverting the energy supply, we'll note it in our account records and may share the information with the relevant Regulator for Utilities, or anyone else who needs to know – like other energy suppliers, landlords and housing associations.

We may use this information to make decisions about you, your character, and how likely we think you are to pay for your energy. So we may record sensitive personal information like any criminal offences you've been accused of.

If the electricity supply to your property has been tampered with or stolen in the past (or we suspect it has), we may take this into account when we decide what products or services we can offer you – and the terms and conditions we can give you.

If you use information that's false or wrong, we might suspect fraud. In that case, we'll pass your details on to credit reference and fraud prevention agencies. Law enforcement agencies (like the police and HM Revenue & Customs) can see and use this information too.

We may pass information about you to our agents and service providers for the above purposes. This may involve passing your information outside of the European Economic Area (EEA) with the impending implementation of Brexit. We will ensure that we apply the same or substantially the same data protection standards that apply in the EEA as we do in the UK/ Northern Ireland. If we are asked, we may pass your information on for regulatory purposes to Ofgem (or any organisation which replaces Ofgem), or as part of a government data-sharing initiative. We may also be required to release your data to a court or other public body but strictly only on receipt of an appropriate written demand supported by legal basis for such demand.

## How long we keep your data for?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

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



## Your legal rights

### You have the right to:

- Request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it. You may submit a request to us in writing for the attention of the Data Protection Officer.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data 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 data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- Object to processing of your personal data 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 as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data’s accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.



## Your legal rights continued...

- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.



## No fee usually required

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 is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

## What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

## Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

## Complaining

If you are unhappy with how we have used your data you can complain to our Data Protection officer in writing using the contact details set forth at the beginning of this document.

You can also complain to the ICO.

The ICO's address:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**Helpline number:** 0303 123 1113

