

Privacy Policy

This Privacy Policy governs the manner in which Opal Utilities Limited collects, uses, maintains and discloses your personal information. Opal Utilities Limited will be the “data controller” of the information you provide to us (Opal Utilities Limited, PO Box 818, Harrogate, HG1 9XE).

The policy covers users (“Users”) of the www.opal-utilities.com website (“Site”) and all products and services offered by Opal Utilities Limited.



Overview

Maintaining the security of your data is a priority at Opal Utilities Limited and we are committed to respecting your privacy rights. We pledge to handle your data fairly and legally at all times. Opal Utilities Limited is also dedicated to being transparent about what data we collect about you and how we use it.

This policy provides you with information about:

- the personal data we collect
- how we use your data
- how we ensure your privacy is maintained
- your legal rights relating to your personal data

What Personal Data includes

Personal data means any information relating to an identified or identifiable natural person (data subject); any identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our Site, fill out a form and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address and phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site-related activities.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the type of computer and technical information about User’s means of connection to our Site. This may include the operating system, utilised service providers and other similar information.

Web browser cookies

Our Site may use “cookies” to enhance User experience. The User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. The User may choose to set their web browser to refuse cookies, or to alert the User when cookies are being sent. If the User refuses cookies then some aspects of the Site may not function correctly.

Sharing your personal information

We will never sell, trade or rent Users’ personal identification to third parties. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and Users with our business partners, trusted affiliates and advertisers for the purposes outlined below. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share that information with third parties for those limited purposes but only if you have given your consent for us to do so.

What personal data we collect

Opal Utilities Limited may collect and process the following data about you:

- Any Information that you provide to us by filling out forms on our website. This includes information provided at the time of requesting any services. We may also ask you for information if you report a problem with our site
- If you contact us, we may keep a record of that correspondence
- We may also collect information about which pages our customers visit within opal-utilities.com. This site visitation data is identified only by a unique ID number, and it is never linked with personal information unless a user consents as described below

How we use your data

Opal Utilities Limited may collect, use and share personal information for the following purposes:

- to ensure our Site is relevant to your needs
- to notify you about changes to our service
- to request and receive current and historical information including consumption history, supply numbers, pricing information, billing, payment and, debt information, and contract dates from third parties such as energy brokers or credit reference agents
- to provide you with information, products or services that you request from us or which we feel may interest you via post, telephone, e-mail or SMS, where you have consented to be contacted for such purposes
- to authorise Direct Debit payments with your paying bank, following your submission of a valid Direct Debit Instruction
- for the purpose of credit checks to be carried out prior to confirming a contract, and possibly during a live supply contract

How we ensure your privacy is maintained

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may disclose your personal information to third parties under the following circumstances:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets
- If Opal Utilities Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets;
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or
- To protect the rights, property, or safety of Opal Utilities Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

The information we collect about you will be transferred to and stored on our servers located within the EU. We adopt robust technologies and policies to ensure the personal information about you is suitably protected.

We protect your personal information using security measures to reduce the risk of loss, misuse, unauthorised access, disclosure and alteration. Some of the safeguards we use are firewalls, data encryption and physical access controls.

When you register, or otherwise give us personal information, Opal Utilities Limited will not share that information with third parties without your permission, other than for the limited exceptions already listed. It will only be used for the purposes stated above.

How long do we keep your data?

We retain your personal information for as long as necessary to provide the services you have requested. We will not retain your data for longer than necessary for the purposes set out in this policy. Different retention periods apply for different types of data, however the longest we will normally hold any personal data is 7 years.

Your rights relating to your personal data

You have the right to request that your personal information is removed from our systems. In reality, this means we are only able to delete your information from our marketing database. To uphold our legal obligations we must maintain your information in our client notes and accounting records until the relevant 7 year deadline expires.

You may request a copy of all the records we hold about you. We will process this request as quickly as possible within the 30 day deadline.

You have the right to have your information corrected if it is inaccurate.

Changes to this privacy policy

Opal Utilities Limited has the discretion to update this privacy policy at any time. We encourage Users to check this page for any changes in order to stay informed about how we use and protect your data. You acknowledge and agree that it is your responsibility to review this privacy policy regularly in the event there have been amendments applied.

Your acceptance of these terms

By using our website you signify your acceptance of this policy's terms of service. Your continued use of the Site following posting of changes to this policy will be deemed as your acceptance of those changes.

External internet sites

Opal Utilities Limited is not responsible for the content of external internet sites.

Contacting us

If you have any questions about this privacy policy, the practices of this site or your dealings with this site please contact us at:

Registered office: 23 Victoria Avenue, Harrogate, HG1 5RD.

Telephone: 0330 400 4444

Email: admin@opal-utilities.com