

Citrus Energy Limited Privacy Statement

Introduction

The purpose of this privacy statement is to explain why we will hold and use your personal information and your rights under the current data protection laws. Personal information is information which relates to an identifiable living individual.

If any amendments are made in the future, we will notify you.

Data Controller

Citrus Energy Limited
82-84 Glasgow Street
Ardrossan
KA22 8EH

We are registered as a data controller with the Information Commissioner and our registered number is ZA160228. We are also a registered company which is a subsidiary of Cunninghame Housing Association Limited and have our registered office at Quayside Offices, Marina Quay, Dock Road, Ardrossan, KA22 8DA.

Data Protection Officers

Joanna Thomson / Hazel Clark
Telephone: 01294 606040 / 01294 607585
Email: DP@chaltd.org

What information do we collect?

We collect and process the following information:

- the name, business address, email address and telephone number of the individual responsible for energy decision making in the business;

How we get the personal information and why we have it

The personal information we process is provided to us directly by you in connection with your request for us to find your business a better energy deal.

We also receive personal information indirectly in the following cases:

- through cookies from your browsing activity while on our website (please see our Cookie Policy)

The information is used:

- to enable us to supply you with the services and information which you have requested;
- to enable us to respond to your requests and complaints;
- to contact you in order to send you details of any changes to our services which may affect you;

Information sharing

We will share this information with third parties where we are required to do so by law.

We will also share your information with energy suppliers to allow them to provide your business with energy.

When we share information, we only share the minimum amount of information necessary.

Under data protection legislation, the lawful bases we rely on for processing this information are:

We have a contractual obligation

We need to process the information you give us to provide you with the services and information you have asked for, including dealing with any complaints you make.

Legitimate interests

We are also allowed to process your data for our legitimate interests to allow us to:

- send you details of any changes to our services which may affect you;

How we store your personal information

Your information is securely stored in an electronic filing system and will not be transferred out of the UK. We will only retain your personal information for as long as necessary to fulfil the purposes for which we collected it, including to satisfy any legal, accounting or reporting requirements. It will then be deleted.

Your Rights

As a data subject, you have a number of rights, as follows:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not usually required to pay any charge for exercising your rights. However, we may charge a reasonable fee if your request for access is clearly manifestly unfounded or manifestly excessive. Alternatively, we may refuse to comply with the request in such circumstances. If you make a request, we have one month to respond to you.

If you would like to exercise any of the above rights, please contact our Data Protection Officers are detailed above.

If you believe that we have not complied with your data protection rights, you can complain to us or to the Information Commissioner.

The Information Commissioner's Office – Scotland

Queen Elizabeth House

Sibbald Walk

Edinburgh

EH8 8FT

Telephone: 0303 123 1115

Email: Scotland@ico.org.uk