

PRIVACY POLICY

PS Energy UK Ltd T/A Wasps Energy

This Policy governs the collection, storage and use of personal information about individuals collected by PS Energy UK Limited t/a Wasps Energy (“we”, “us” or “our” for short).

Last revision date: 29th January 2018. Please check back regularly to keep informed of any updates.

Please ensure you read this Policy carefully. If you do not agree with this Policy then you should not use this website.

Under the Data Protection Act 1998 (the “Act”) specific obligations are placed on us in the way we handle personal information and the aim of this Policy is to let you know:-

- what personal information we collect from you when you use our website, and when you contact us,
- how we store and use that personal information,
- how you can access and manage this personal information.

Please note that this Policy only covers www.waspsenergy.co.uk.

Wasps Energy is a trading name of PS Energy UK Limited which is itself a wholly owned subsidiary of Npower Limited. Please note, other websites belonging to Npower Limited or any other Npower Group Company (whether accessible via links or not) are not covered by this Policy. If you access any of these sites, please check the privacy policy applicable to those sites (if any) before you submit any of your personal information to them.

Please also note, this Policy only covers your use of our public website. If you are or become a Wasps Energy customer, our separate Privacy Notice covers our use of your personal information as a customer.

As Wasps Energy is a trading name of PS Energy UK Limited, a wholly owned

subsidiary of Npower Limited, PS Energy UK Limited and Npower Limited will also have access to your personal information under this Policy.

WHAT PERSONAL INFORMATION DO WE COLLECT ABOUT YOU?

We collect personal information:-

- A. From You; and
- B. From Cookies and Website Analytics.

A. FROM YOU

We collect the personal information directly from you (such as your name, address etc.) as requested by our quote and sign up process online or over the phone and contact forms together with any comments or remarks that you may provide in free text fields, send to us or post on our social media sites.

B. FROM COOKIES AND WEBSITE ANALYTICS

Like most websites, our website uses “cookies” - small text files that are saved to your computer. It is possible to disable the acceptance of cookies. However, doing so may restrict your ability to access some web pages. There is lots of information available on the internet, including from your browser provider, about how to disable these cookies.

We use services such as Google Analytics and Google Experiments to collect information about our websites and mobile applications and help us analyse them, better configure our service and messages, track the performance of referring websites, administer our websites and monitor your interactions with our websites. These services collect a range of information, such as the number of visitors on our sites per day, which pages they visit, some content they enter, see and interact with when they visit and use our sites, their computer’s internet protocol address and operating system, the date and time of their visit, browser type and language, referring website addresses, and the types of devices using our websites and mobile applications. They also infer or collect demographic profiles about our website users, (e.g. age and gender) which are inferred through a range of techniques including cookies from websites you visit and in the case of Google Analytics from other Google services.

When Google Analytics or Google Experiments receives aggregated personal information, that information is transferred, processed and stored on Google

servers around the world by Google in accordance with Google's privacy policy available at <http://www.google.com/privacy.html>.

We use Google Remarketing as a method of targeting our advertising. Remarketing is a way for us to connect with visitors using Google advertising cookies, based upon your past interactions with Our website.

As a result, third party vendors, including Google, may use cookies to show Powershop ads to you as you visit third party sites on the internet. You can adjust your settings so that you opt-out of Google advertising cookies- see Google Analytics for help.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We, (or others acting on our behalf) will only use the information we collect:

to help us identify you so we know who we are talking to, communicating or dealing with;

- to answer your questions, comments or complaints;
- to train our staff and monitor our services. This will involve us recording our conversations with you or keeping copies of our correspondence with you to make sure we are providing you with a good service and are meeting our legal and regulatory obligations;
- to help improve the way we provide our services and the products; and
- for general business purposes, such as carrying out internal reporting, profiling, modelling and analysis, market research, producing statistics, diagnosing problems, testing systems.

HOW WE MAY SHARE YOUR INFORMATION

We may pass information about you to our service providers to carry out profiling, modelling and analysis, market research, statistical analysis and the testing of our systems to help improve the way we provide our services and the products that we are able to make available to you.

This may involve passing your information outside of the European Economic Area (EEA) to countries that do not have the same data protection standards as we do in the UK. If we, or our agents and service providers, do this, we will make sure that it happens with the relevant legal protection in place.

DATA RETENTION

If you call us we will keep a call recording for two years.

Other than call recording, unless you become a customer of Wasps Energy, we will only keep your information in so far as is necessary for legal, and regulatory purposes.

SECURITY

Whilst we take steps to protect user privacy, no data transmission over the internet can be entirely secure.

We therefore do not guarantee the security of personal information that you send to us, or your use of the site.

Any personal information you do send is at your own risk but once we receive it we use strict procedures to safeguard it.

HOW CAN YOU FIND OUT WHAT PERSONAL INFORMATION WE HOLD ABOUT YOU?

Just ask us!

You are entitled to see the personal information that we hold about you at any time. (If you write to, email or phone us and ask to see this information, it is known as a 'subject access request' or 'SAR' for short).

You can do so by:

- telephoning us on 0800 048 0514 (free from most landlines);
- Contacting us using the 'Contact us' forms on our website www.waspsenergy.co.uk/contact-us

or

- writing to us at Data Protection Officer, Wasps Energy, Level 9 Quayside Tower, 252-260 Broad Street, Birmingham, B1 2HF.

When we receive your request we will send you a form to fill in. As soon as we receive your completed request form we will deal with your request.

We always try to ensure that the information that we hold is accurate, up to date and relevant. We'll be more than happy to make changes or to correct any inaccuracies.

EXTERNAL LINKS FROM OUR SITE

From time to time we may include hypertext links to sites which are created by other individuals and companies.

Whilst we endeavour to check that the content of these sites is suitable, we unfortunately cannot take any responsibility for the practices of the companies who publish the sites that we link to, nor the integrity of the content contained within them.

WHAT IF WE UPDATE THIS POLICY OR YOU HAVE ANY QUESTIONS?

You'll be able to read about any updates on this page - as soon as they happen.

If you have any questions or if you feel that we are not complying with the terms of this Policy please do contact us through using the 'Contact Us' forms on our website, telephoning our call centre on 0800 048 0514 or emailing privacy@waspsenergy.co.uk.

*Phone calls: Calling us on a 0800 number is normally free when you call from a landline but charges may vary if you use a mobile.