

The logo consists of the text 'M&S' in a large, white, sans-serif font, with 'ENERGY' in a smaller, white, sans-serif font directly below it. The text is centered within a white, rounded square frame that has a subtle glow effect. The background of the entire image is a scenic landscape of rolling green hills under a blue sky with scattered white clouds. A winding road is visible on the right side of the hills, and a small lake is visible on the left side.

M&S  
ENERGY

*Green deal data and  
privacy charter*

Our Privacy Charter sets out the standards that you can expect when your personal information is collected, held and used in relation to your Green Deal Plan(s), how you can get access to the information we hold about you and what you can do if you do not think our standards are being met.

If you would like more information about the way we use your personal information, please see our privacy notice available at [www.mandsenergy.com/privacy/](http://www.mandsenergy.com/privacy/)

If you would like a printed copy of our privacy notice, please get in touch.

## *Green Deal Data*

SSE Electricity Limited (“SSE”) is committed to respecting your right to privacy. Our Privacy Charter sets out the standards that you can expect from us when we request, hold or use your personal information in relation to your Green Deal Plan; how you can get access to your personal data; and what you can do if you do not think that our standards are being met. This Charter is issued on behalf of all Suppliers and Green Deal Providers who are expected to process data in connection with the Green Deal. You can find a list of all of these companies at [www.greendealorb.co.uk/](http://www.greendealorb.co.uk/).

### WHAT IS GREEN DEAL?

The Green Deal is the Government's initiative to encourage and support the installation of energy efficiency measures into households and businesses. The scheme allows for these measures to be installed without an upfront payment. Once the improvements are made and you agree to the Green Deal Plan(s), Green Deal Charges will be collected via your Electricity Bills. If you move, the new owner/occupier will continue paying the Green Deal Charges.

### THE GREEN DEAL ASSESSMENT & GREEN DEAL PROVIDER

As part of the initial Green Deal set up, a property assessment will take place and an advice report created for the ‘Improver’ (the person who agrees to the Green Deal Measure and Plan(s)). This report will include an Energy Performance Certificate (EPC). The assessment and EPC is designed to measure the energy efficiency performance of the property at that time. A copy of the EPC will be placed on a Domestic Energy Performance Certificate Register, which is operated by Landmark on behalf of the Government for properties in England and Wales and by the Energy Savings Trust for properties in Scotland. The EPC will be publicly available and data may be shared with other parties for the purposes of compliance, research analysis and direct mailing of relevant energy efficiency information. A current home owner and/or tenant may opt out of having this information disclosed. A new EPC will be placed on the Register by the relevant Green Deal provider following installation of any Green Deal Measures under a Green Deal Plan, showing the improved energy efficiency performance.

The savings in energy consumption calculated by the relevant Green Deal Provider based on the installed Energy Efficiency Measure can then be used by other Green Deal parties including your Gas and/or Electricity Supplier in order to correctly amend energy payment plan amounts when requested and it is appropriate to do so.

The Green Deal Provider with whom the Improver takes out the Green Deal Plan will also collect Electricity Data including the MPAN (Meter Point Administration Number), Supply status (confirmation of a live electricity supply), the Electricity account number from your current electricity bill, name and address. This information along with the Green Deal charge amount agreed will be passed to your Electricity Supplier and used to administer the Green Deal Plan(s) and identify you as a Green Deal customer and allow your Electricity Supplier to bill you for Green Deal Charges.

Your Green Deal Provider may also appoint a Remittance Processor, this company or party will receive Green Deal payments on behalf of your Green Deal Provider and associated financial data.

## SSE'S ROLE AS YOUR ELECTRICITY SUPPLIER

As your current Electricity Supplier, SSE Electricity Limited will bill you for your Green Deal Plan(s), we will then pass payments collected to your Green Deal Provider. Personal information will need to be collected, transferred, used, stored and analysed in order to effectively administer your Green Deal Plan(s) and Payments.

In the set up of a Green Deal Plan(s) SSE will validate your current Electricity Account information. This will include checking your account number and ensuring you have a live Electricity Account, if you have an Electricity Pay As You Go Token Meter and your current electricity arrears are above £200, this information will be passed to your Green Deal Provider (if you are in arrears the arrears amount will not be given to the Green Deal Provider only a notification that the amount is over £200 where applicable). In order to bill you we will use the Green Deal charge amount given to us by your Green Deal Provider and you will see this charge on your electricity bills.

Your Green Deal Plan ID details will be used in order to identify you to other Green Deal participants. Your contact details may be passed to other Green Deal participants to enable them to contact you when necessary e.g. you will receive an annual Consumer Credit Act statement from your Green Deal Provider. Information on your Green Deal Plan including, billing frequency, savings, payment amounts and collection/arrears activity, where applicable, will also be collected and stored in order to provide statistical analysis, where requested, to your Green Deal Provider and other third parties as detailed in section 'Who else may be given access to the information collected from you?' below.

If at any stage SSE is notified that your personal details change including but not limited to your name, address and telephone number we will notify your Green Deal Provider. Green Deal Information is passed between Green Deal parties via the Green Deal Central Charge Database (GDCC).

If you move into a property where there is a live Green Deal Plan(s), we will pass your personal details including your name, address, billing address and telephone number to your Green Deal Provider as the new Green Deal Bill Payer. Information passed to other Green Deal Participants will be used to identify you and contact you when necessary.

## WHEN WE COLLECT YOUR DATA, WE WILL:

- collect your information lawfully and only in connection with your relationship with us
- inform you, where necessary, when we share your information with other organisations and where appropriate to give you the option of saying no, in accordance with our terms and conditions (please see section 'Who else may be given access to the information collected from you?' for details of who may be given access)
- do our best to ensure your personal information is accurate and kept up to date
- avoid collecting any unnecessary information
- protect your information and make sure only authorised people have access to it

- make sure we only keep your information as long as necessary in line with our legal and regulatory duties
- advise you, where required, if the way your information is to be used changes, or if it is to be used for different purposes
- remind you at regular intervals of the choices you have made for our use of your personal information including your meter readings.

## WHEN WE COLLECT YOUR DATA, WE WILL NOT:

- use your information to market products or services to you if you have asked us not to action any changes to your tariff or your account without talking to you first
- give third parties your information for their own marketing purposes without your agreement
- transfer your personal information to an organisation outside of the EEA unless such an organisation has procedures approved under the General Data Protection Regulation to safeguard your personal information.

## YOUR RESPONSIBILITIES

- please provide us with accurate information
- please tell us as soon as possible if there are any changes to the information provided, such as a new address to help us to keep your information accurate and up-to-date
- please tell us as soon as possible if you notice a mistake in the information we hold about you.

## KEEPING YOUR DATA SECURE

- the information we collect from you will be protected using a range of security measures, including those agreed with government
- any third parties who may hold your information on our behalf will apply the same standards to safeguard your information.

## WHO ELSE MAY BE GIVEN ACCESS TO THE INFORMATION COLLECTED FROM YOU?

- organisations and agents that we appoint to help us with our day to day business obligations or who help us provide products and services to you. We will ensure that these organisations follow our charter and apply adequate safeguards to protect your data
- industry parties, such as network companies who help manage energy supply, distribution and central industry systems
- the police or other organisations, including industry bodies involved in preventing and detecting theft or fraud
- other companies or parties that are participants in your Green Deal Plan, your Green Deal Assessor, Green Deal Provider, Gas Supply Licensee holders will have access to Gas

Savings amounts where applicable, Distribution Licensee holders will have access to Supply information where applicable, MRASCo (MRA Service Company) via the Green Deal Central Charge Database (GDCC) and Government departments such as Energy UK, OFGEM BEIS or the Secretary of State.

## *How we can help*

### YOUR RIGHTS

You have a right to access a copy of the information that we hold about you. If you would like a copy of some or all of the personal information please call us on **0345 026 0658** or email us by visiting our contact page online **[www.sse.co.uk/ContactUsOnline](http://www.sse.co.uk/ContactUsOnline)** giving your account details and the information you are requesting.

Please contact us for more information on:

- finding out what information we hold about you
- how to correct any mistakes in your information
- circumstances where we can pass on your personal information without telling you (such as in relation to a criminal investigation)
- how we collect and use your personal information
- how we maintain accurate and up to date information.

### IF THINGS GO WRONG

Our aim is to get things right first time, every time. But if we do something wrong to upset or frustrate you, please tell us. We will do our best to fix it.

Please contact us.

**Website**     [www.mandsenergy.com](http://www.mandsenergy.com)  
**Email**        [headofcustomerservice@mandsenergy.com](mailto:headofcustomerservice@mandsenergy.com)  
**Helpline**     0345 071 9853  
**Address**     Head of Customer Service, SSE Plc, 4 Penner Road, Havant, Hampshire, PO9 1QH

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M&S Energy is supplied under SSE and associated brands: Southern Electric, Scottish Hydro and SWALEC which are all trading names of SSE Electricity Limited registered in England and Wales number 04094263 (supply of electricity) and Southern Electric Gas Limited registered in England and Wales number 02716495 (supply of gas), both members of the SSE Group. The registered office of SSE Electricity Limited and Southern Electric Gas Limited is No.1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH. Marks and Spencer plc registered office: Waterside House, 35 North Wharf Road, London, W2 1NW. Registered in England and Wales number 0214436.