



# Bord Gáis Energy GDPR Guide

**From 25th May 2018, a new data protection law will be in force in Ireland; it's called GDPR.**

**At Bord Gáis Energy (part of the Centrica group of companies) we use personal data of our customers, and so we want to highlight what this new law means for you.**

This guide contains a summary of the law and your rights. In line with GDPR, we have also updated the Privacy Notices which apply to you. These are more detailed than our previous Privacy Notices. They are available on our website at [www.bordgaisenergy.ie/dataprotection](http://www.bordgaisenergy.ie/dataprotection). Please review them carefully.

## 1 A little bit about the GDPR

'GDPR' stands for 'General Data Protection Regulation'. It is a piece of legislation that comes from the EU (European Union). GDPR updates data protection laws in all EU member states. A key feature of GDPR is that 'data controllers' like Bord Gáis Energy must provide more information to you on how we use your data. GDPR also gives you more rights as a 'data subject'.

## 2 Bord Gáis Energy and personal data

We use personal data for a number of reasons. We get some personal data from you directly, and some we get from third parties, like where you sign up as a customer using a third-party website or through a landlord.

As a customer of ours, you'll know that we process your information ourselves and in conjunction with third parties so that we can:

- Meet our legal and regulatory requirements as we are regulated by the Commission for the Regulation of Utilities
- Sign you up as a customer
- Maintain our Special Services Register and Priority Services Register for vulnerable customers
- Provide and improve our products and services
- Process your payments and manage your account
- Handle your queries and complaints
- Run marketing campaigns and our rewards club
- Maintain websites and social media pages which you interact with.

## 3 Your rights as a Bord Gáis Energy customer

The GDPR contains rights (some new and some you already had) to help you manage the personal data used, or 'processed' by data controllers like Bord Gáis Energy. The GDPR contains a lot of detail about how and when these rights can be exercised. In summary, you have the right to:

- Access your personal data
- Correct or delete incorrect or out of date personal data
- Restrict certain processing if you are not satisfied that we are processing it legitimately
- Have your data sent or 'ported' to another company
- Object to being profiled, e.g. being assigned into a specific demographic grouping.

## 4 Does Bord Gáis Energy share my personal data?

As you can imagine, we work with a lot of companies to keep our business going. We sometimes need to share customer data with these entities. We use third parties for things like operating our call centres, printing our bills and other documents, conducting sales activities, providing bill payment facilities, debt recovery services, marketing and managing our IT systems. We also use third party companies who assist us with legal and financial compliance. We sometimes share personal data within the Centrica group of companies. Some third parties are state or government bodies, like networks companies who need your account information to connect you to Ireland's gas or electricity networks.

## 5 How long do we keep personal information for?

We will keep your personal information for as long as you have an account with us. After you close your account with us we need to keep certain personal information for a reasonable period to maintain our records and legal obligations to you.

## 6 Where can I find this information in more detail?

The Privacy Notices which apply to you are available on our website at [www.bordgaisenergy.ie/dataprotection](http://www.bordgaisenergy.ie/dataprotection). If you prefer, we can send copies of these to you, if you contact us (contact details below).



This document is a guide only which is intended to be a general summary of the GDPR and so you should also read your Privacy Notices in detail. The Privacy Notices may change from time to time, and they will be kept up to date on our website.

If at any time you have any queries, or if you would like to receive the most up to date version, please let us know. You can contact us by email at [dataprotection@bordgais.ie](mailto:dataprotection@bordgais.ie), or write to us at: Data Governance Officer, Bord Gáis Energy Limited, PO Box 10943, Dublin 2, or by telephone on 01 611 01 01.