

Swyft Energy Privacy Notice for the Retail and Commercial Energy Products and Services

1. Ardrar Limited trading as Swyft Energy and your personal information.

This is the Swyft Energy Privacy Notice for the installation and servicing of the Retail and Commercial Energy Products. Swyft Energy provides products and servicing for solar Photovoltaic Systems, Oil and Gas Boilers, Power Flushing etc (referred hereinafter, as the Retail and Commercial Energy Products) in Ireland.

For the purpose of all personal data processing described in this Privacy Notice, the data controller is Ardrar Limited trading as Swyft Energy (for Boiler Services) and Bord Gáis Energy (for Solar Photovoltaic Systems).

Swyft Energy has been acquired by Bord Gáis Energy Limited (“**Bord Gais Energy**”) which is a subsidiary of Centrica plc and part of the Centrica group of companies (“**Centrica Group**”).

In this Privacy Notice, the words ‘we’, ‘us’ and ‘our’ shall mean Swyft Energy, and where there is a lawful basis for processing your personal and the context admits, such words will also mean Centrica plc and/or any subsidiary of the Centrica group of companies (which includes but is not limited to Bord Gáis Energy).

2. Personal information we collect

We collect the following types of personal information from you:

- a) **Your contact details:** Information that allows us to contact you to deliver goods to you or to visit to carry out a service, repair, site inspection, system performance monitoring, design or installation - your full name, email address, telephone number, Eircode, Meter Point Reference Number (MPRN), Gas Point reference Number (GPRN), photos, images or videos of the property, grant details which may be linked to the Retail or Commercial Energy Products and addresses associated with your account.
- b) **Details of other people linked to your account:** if you told us of any nominees, executors, or people with a power of attorney, their details will be linked to your account.
- c) **Purchase information, payment information and account history:** purchase history, credit/debit card details and bank account details you provide to make payment for the products and services you purchase from us including your payment method and history.
- d) **Previous service information:** information about previous use of services at your address so we can determine when your systems were installed or when previous related works were

carried out. This is to enable us to determine any matters relevant to the installation of Retail or Commercial Energy Products at your property.

- e) **System Performance Monitoring:** We will monitor your system performance to carry-out periodic checks and/or resolve technical issues e.g. system tripping, system offline etc., to advise and to gather information regarding the overall performance of your system.
- f) **Records of your discussions with our customer support teams, including call recordings:** when you share any information, comments and opinions with us, ask us questions or make a complaint, including when you phone us, we will keep a record of this. This may also include when you communicate with us via email, letter, webchat, WhatsApp messages, phone our support team or contact us through social media.
- g) **Identification information:** identification documents may be requested by us on occasion when dealing with customer queries.
- h) **Credit information:** information that allows us to understand your creditworthiness.
- i) **Lifestyle and demographic insight information:** we use regional demographic information to determine what products or services customers may be interested in.
- j) **Responses to surveys, competitions, and promotions:** we keep records of any surveys (including Net Promoter Score surveys) you respond to or your entry into any competition or promotion we run.
- k) **How you use mobile applications and websites:** when you use our applications or websites, we may collect information about the pages you look at and how you use them, your device type, operating system and browser type.
- l) **Location information:** your smartphone or computer's IP address may tell us an approximate location when you connect to our websites, but this will be no more precise than the city, county or country you are using your device in. We may also process photos and videos of your property to facilitate design, inspection and installation of the Retail or Commercial Energy Products including the Solar PV and Boiler systems.
- m) **Advertising and Direct Marketing:** information about how you respond, or interact with, any direct marketing or advertising communications directed to you, including any requests for these communications to stop.

You're not required to provide any of the personal information described above to us, however, if you do not do so, you may not be able to set up an account with us, or the functionality of our products or services may be reduced.

3. What do we use your personal

We process some of your personal information to fulfil the contract between us:

Purpose	Personal information used
To supply you with Retail and Commercial Energy Products and Services whether the design, installation, servicing, repairs and follow-on technical support in addition to quotation, order management, inspection and survey of your property	• All the data listed in the categories a-h of the section 2 above
Maintaining your account, billing you and taking payment for our products and services	• All the data listed in the categories a-h of the section 2 above
Answering your queries or complaints	• All the data listed in section 2 above
To deliver service communications	• Your contact details and account history
To deliver systems underpinning our Retail or Commercial Energy Products and communicating about carrying out periodic checks, and to identify and rectify any technical issues.	• All the data listed in section 2 above
Debt collection and debt management	• All the data listed in the categories a-h of the section 2 above

We process the following personal information because we have other legal obligations to do so:

Purpose	Personal information used
Detecting, preventing, or investigating crime or suspected crime	• All the personal information we collect
Attending to emergency situations	• Contact details • Account information and details of other people linked to your account • Previous service information • Vulnerability information (e.g. if you are listed as a Special or Priority Services customer)
Complying with obligations imposed by our regulators and statutory bodies (including but not limited to the SEAI).	• The personal data we use will depend on the nature of the issue but will often include all the data listed in section 2 above

Internal and statutory audits.	• All personal information we collect as listed in Section 2
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We process the following personal information to ensure our customers, staff or agents are protected from harm:

Purpose	Personal information used
Health and Safety of our customers, staff and contractors	• Account information and service history • Site survey and installation information • Records of your discussions with our customer support teams and on-site installers.

Purpose	Personal information used
Maintaining and improving our Retail or Commercial Energy Products e.g. optimising pricing structures and business operations, analysing performance of advertising and marketing	• All the personal information we collect as listed in Section 2 (but not your payment details)
System Performance Monitoring: We will monitor the systems which underpin the provision by us of our Retail or Commercial Energy Products for the carrying out periodic checks, the resolution of technical issues and/or to gather information about system performance and anything ancillary to those purposes.	• All the personal information we collect as listed in Section 2 (but not your payment details)
Staff training	• All the personal information we collect as listed in Section 2 (but not your payment details)

Developing new products and services, and determining which of our Retail or Commercial Energy Products that may be of interest to you e.g. by understanding demographics to determine the most relevant products and services for customers' needs	• All the personal information we collect as listed in Section 2 (but not your payment details)
Market surveys, research and analytics	• All the personal information we collect as listed in Section 2 (but not your payment details)
Direct marketing our similar products and services (only in accordance with your marketing preferences, and you will always be given the opportunity to unsubscribe)	• Contact details • Marketing preferences set by you • Purchase history
Making credit decisions	• Contact details • Payment information and account history

We process some of your personal information because you have provided your consent to the processing, however you may revoke your consent at any point, by sending us an email to hi@swyftenergy.ie

Purpose	Personal information used
Direct marketing a wider range of our products and services or those of third parties (only in accordance with your marketing preferences, and you will always be given the opportunity to unsubscribe)	• Contact details • Account information and history • Rewards information • Purchase and account history • Website browsing history

Where we process your personal data so you can't be identified any more

We may anonymise and aggregate any of the personal data we hold (so that it does not identify you). We may use anonymised and aggregated information for purposes that include testing our IT systems, research, data analysis, improving our site, apps and developing new products and services.

4. Sources we collect your personal Information from

We'll collect information from the following sources

- **Directly from you:** when you set up an account with us, purchase products or services from us, submit information via our websites (including Centrica group websites) or apps, complete forms we provide to you, enter our competitions and promotions, make a complaint, contact us by phone, email or communicate with us directly in some other way.
- **Other entities/companies we work with:** to provide us with information to help us deliver our products and services to you. These include:
 - Contracted service engineers/installers: these entities will provide us with information about your site and any surveys, inspections and installations carried out by them so that we can manage your account.
 - Companies in the Centrica group: who may provide relevant information about the products and services bought from them.
 - Payment services providers: if you authorise a third party to process your payments, payment information will be provided to us from that third party.

5. Who we share your personal information with.

We share personal information with the following parties. We always have contracts/data sharing agreements in place with these entities, obligating them to protect your data:

- **Bord Gáis Energy and other companies in the Centrica Group:** where we have a lawful basis to share your personal information with any company in the Centrica Group (including but not limited to Bord Gáis Energy) to provide goods or a service to

you, and/or for cross-marketing activities in accordance with your marketing preferences.

- **Contracted service engineers, contractors, suppliers:** so that they can book appointments with you and provide the services that you request including site surveys, installation and maintenance.
- **Companies involved in design, sourcing, costing, and installation of energy products:** In order to provide you with the Retail or Commercial Energy Products it is necessary for us to engage and share your personal data with other third parties to assist us with the design of a suitable solution for your property, to enable the monitoring and performance of your systems, to assist in the irradiance analysis of your system, to help identify the components to build your system, to commission and to monitor your Retail or Commercial Energy Products.
- **Any party approved by you:** which for the installation of Retail or Commercial Energy Products includes BER assessors and if you take part in reward or loyalty schemes, or if you ask us to transfer your data to another company.
- **Advertising/Marketing partners:** so that we can run advertising campaigns and conduct market research and analysis. This may include social media sites such as Facebook, Instagram, Twitter and Google Ads. Any information provided to these third parties will be pseudonymised by hashing so that your information cannot be directly identified.
- **Other service providers and advisors:** companies that support our IT, help us analyse the data we hold, process bills and payments, send communications to our customers, provide us with legal or financial advice, carry out debt collection services and customer satisfaction/experience surveys. Companies whom we use as our field sales service providers.
- **Purchasers of our business:** buyers or prospective buyers who we sell or negotiate to sell our business to.
- **Government bodies or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives, or are part of industry information sharing schemes, including the Data Protection Commission, Commission for Regulation of Utilities, Sustainable Energy Authority of Ireland (SEAI), ESB Networks (ESBN) and the Central Bank of Ireland. Where relevant we may also share with the Department of Agriculture, Food and the Marine who operate the Targeted Agriculture Modernisation

Scheme (TAMS).

- **Industry supervisory bodies:** we may pass your information on to organisations that supervise the industry, like Safe Electric and the Register of Electrical Contractors Ireland (RECI).
- **The Garda Síochána and law enforcement agencies:** to assist with the detection, investigation prevention and prosecution of crime and preventing a threat to national security, defense or public security.

6. Direct Marketing

Email, telephone, postal, WhatsApp and SMS marketing: From time to time, we may contact you by email, social media sites, telephone (mobile and landline), post, WhatsApp or SMS with information about products and services we believe you may be interested in. We will only send marketing messages to you in accordance with the marketing preferences you set when you create your account or that you tell us afterwards you are happy to receive. You can also unsubscribe from receipt of our marketing communications by following the unsubscribe instructions in email or SMS communications that we send to you. Additionally, you can also let us know at any time that you do not wish to receive marketing messages by sending us an email on hi@swyfteberg.ie on 015042111.

7. Tailored advertising and cookies

We work with our advertising partners, including social media sites and providers, to show you advertising about our products and services, and those offered by group companies and services. This takes place on websites or apps where our partners have advertising space or direct marketing to your premises. To do this, some of our advertising partners provide us with aggregated, non-personal geographical and demographic information. Other partners use information about the websites, apps, social media content and ads you interact with or view when connected to the Internet, to make sure the advertising you see is more relevant to you, as well as information which we provide to them. Typically, cookies and similar technologies are used to provide this type of advertising online. You can find out more about cookies and how to manage their use by reading our cookie notice.

8. Profiling, analytics & automated decision making.

We do not use automated decision making or profiling in our normal course of business.

9. Transferring your personal information internationally

To install the Retail and Commercial Energy products for you, we may work with partners which transfer and store data in various regions outside the EEA. Countries located outside of the EEA may have privacy laws which are considered to be less protective than those within the EEA. Where we transfer personal data to a country not determined as providing an adequate level of protection for personal data, we will ensure that such transfers are via a transfer mechanism that is compliant with law, such as, by way of example only, the [European Commission Standard Contractual Clauses](#).

10. How long do we keep personal information for?

We'll keep your personal information for as long as you have an account with us. Your account is deemed active for the duration of valid warranty by the manufacturer on the product. After you close your account with us we'll keep your personal information for a period to maintain our records, to respond to your queries, for safety reasons, for bill reconciliation purposes and to meet legal and regulatory obligations. The periods that we keep information for are subject to change as required by legal obligations on us. Where a customer has attempted to close their account but there is outstanding debt or credit balance on the account then these accounts will be classed as current customers and will remain open until the debt is paid.

11. Your rights in relation to your personal information

You've the following rights in relation to your personal information: (i) the right to be informed about how your personal information is being used; (ii) the right to access the personal information we hold about you; (iii) the right to opt-out of receiving direct marketing messages; (iv) the right to request the correction of inaccurate personal information we hold about you; (v) the right to request the blocking or deletion of your personal information in some circumstances and; (vi) the right to request that we port elements of your data either to you or another service provider.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "Contacting us" section below.

If you are unhappy with the way we are using your personal information you can also complain to the office of the Data Protection Commission:

- by post to the Office of the Data Protection Commission, 6 Pembroke Row, Dublin 2, D02 X963, Ireland
- by phone +353 (01) 7650100 or 1800437737; or
- by webform at <https://forms.dataprotection.ie/contact>

12. Contacting Us

We're here to help and you may contact us at dataprotection@swyftenergy.ie , or write to us at: Data Protection Co-ordinator Swyft Energy, 1st Floor, Building 6900 Ave 6000, Cork Airport Business Park Cork

We may update this privacy notice from time to time to ensure it is always up to date and accurate. Any changes we may make to our privacy notice will be posted on this page, and we'll communicate any significant changes to you.

Version dated October 2025