

## **Privacy Notice: One Stop Shop (OSS) Scheme**

### **1. Bord Gáis Energy and your personal information**

This is the Bord Gáis Energy Limited One Stop Shop (OSS) Privacy Notice. It applies to all personal data processing under the Sustainable Energy Authority of Ireland (SEAI) National Home Energy Upgrade Scheme also known as the One Stop Shop Scheme.

Bord Gáis Energy Limited has been appointed as a One Stop Shop by the SEAI and will be the data controller for this purpose. Bord Gáis Energy Limited is part of the Centrica group.

All our Privacy Notices are located at [www.bordgaisenergy.ie/dataprotection](http://www.bordgaisenergy.ie/dataprotection).

The OSS scheme is delivered by Bord Gáis Energy through partnership with the SEAI and our vendors who will carry out this work on our behalf.

### **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 directly and to deliver goods to you or to visit to carry out an assessment, service, repair, site inspection, design or installation - your full name, email address, telephone number, Eircode, MPRN, grant details if applicable and addresses associated with your account.
- b) Data relating to your property:** information relating to your property required for the inspection and implementation of the scheme such as Building Energy Rating (BER) data, energy performance data of your property and photographs taken during works or inspections.
- c) Details of other people linked to your account:** if you have nominees, executors, or people with a power of attorney, their details will be linked to your account.
- d) Purchase 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.
- e) Previous and Potential service information:** information about previous use of services at your address to enable us to determine any matters relevant to the implementation of the One Stop Shop Energy Retrofit works at your property and any potential measures identified.
- f) Vulnerable Customer status:** if you apply to be registered on our Special or Priority Services Register, you provide us with details of your advanced age and health status/conditions. For more details, see

[https://assetsus01.kcusercontent.com/7dd6b71dd67200046a4d7043e1d0db33/729f08b4cd4946c3ab980de6bd11c3bc/BGE\\_RE\\_SCOP\\_0419\\_V1\\_WEB%20HR.pdf](https://assetsus01.kcusercontent.com/7dd6b71dd67200046a4d7043e1d0db33/729f08b4cd4946c3ab980de6bd11c3bc/BGE_RE_SCOP_0419_V1_WEB%20HR.pdf) (for electricity)

or

[www.bordgaisenergy.ie/docs/publications/codes-of-practice/BGE\\_NG\\_SSCOP\\_0515.pdf](http://www.bordgaisenergy.ie/docs/publications/codes-of-practice/BGE_NG_SSCOP_0515.pdf)  
(for gas).

**g) Meter and energy consumption information:** information about your meter (GPRN and/or MPRN) and how much energy is used at your premises. If you are on a smart meter tariff, we may obtain more frequent information about your energy consumption. If you want to know more about this frequency, please see your terms and conditions for your smart tariff or our Code of Practice on Smart Meters. If you're a customer who exports electricity to the grid, we'll receive and process your meter readings for the purpose of remuneration in respect of electricity that you feed to the grid in order for us to meet our obligations under S.I. No. 76 of 2022 EU Renewable Energy Obligations.

**h) Records of your discussions with our customer support teams, including call recordings:** when you share comments, feedback and opinions with us, ask us questions or make a complaint or claims, including when you phone us, we will keep a record of this. This includes when you send us emails, letters, webchat, WhatsApp messaging, phone our support team or contact us through social media.

**i) Identification information:** identification documents may be requested by us on occasion when dealing with customer queries.

**j) Credit information:** information that allows us to understand your creditworthiness.

**k) Lifestyle and demographic insight information:** we use regional demographic information to determine what products or services customers may be interested in.

**l) How you use mobile applications and websites:** when you use our applications or websites, we collect information about the pages you look at and how you use them, your device type, operating system and browser type.

**m) 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 implementation of the One Stop Shop or Energy Retrofit works.

**n) 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 avail the National Home Energy Upgrade Scheme through us.

### 3. What do we use your personal information for?

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

<b>Purpose</b>	<b>Personal information used</b>
<b>Retrofit design, inspection of property, answering of specific queries in addition to quotation, and survey of your property regarding the implementation of the "Home Energy Assessment" service</b>	<ul style="list-style-type: none"> <li>All the data listed in categories a-i of section 2 above</li> </ul>
<b>Retrofit design, inspection of property, installation and follow-on technical support in addition to quotation, order management and survey of your property regarding the implementation of the "One Stop Shop Scheme"</b>	<ul style="list-style-type: none"> <li>All the data listed in categories a-i of section 2 above</li> </ul>
<b>Maintaining your accounts, billing you and taking payment for our products and services</b>	<ul style="list-style-type: none"> <li>All the data listed in categories a-i of section 2 above</li> </ul>
<b>Answering your queries or complaints</b>	<ul style="list-style-type: none"> <li>All the data listed in categories a-i of section 2 above</li> </ul>
<b>To deliver service communications</b>	<ul style="list-style-type: none"> <li>Your contact details and account history</li> </ul>
<b>Debt collection and debt management</b>	<ul style="list-style-type: none"> <li>All the data listed in categories a-i of section 2 above</li> </ul>

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

<b>Purpose</b>	<b>Personal information used</b>
<b>Detecting, preventing, of crime or suspected crime investigating</b>	<ul style="list-style-type: none"> <li>All the personal information we collect</li> </ul>
<b>Attending to emergency</b>	<ul style="list-style-type: none"> <li>Contact details</li> </ul>

	<ul style="list-style-type: none"> <li>• Account information and details of other people linked to your account</li> <li>• Previous service information</li> <li>• Vulnerability information (e.g. if you are a listed as a Special or Priority Services customer)</li> </ul>
<b>Complying with obligations imposed by our regulators and statutory bodies such as the SEAI.</b>	<ul style="list-style-type: none"> <li>• The personal data we use will depend on the nature of the issue but will often include all the data listed in categories a-i of section 2 above</li> </ul>
<b>Internal and statutory audits.</b>	<ul style="list-style-type: none"> <li>• All personal information we collect as listed in Section 2</li> </ul>

We process the following personal information to ensure our customers, staff or agents are protected from harm:

<b>Purpose</b>	<b>Personal information used</b>
<b>Health and Safety of our customers, staff and contractors</b>	<ul style="list-style-type: none"> <li>• Account information and service history</li> <li>• Site survey and installation information</li> <li>• Records of your discussions with our customer support teams and on-site installers.</li> </ul>

We process the following personal information because we have a legitimate interest to do so:

<b>Purpose</b>	<b>Personal information used</b>
<b>Maintaining and improving our products and services</b> e.g. optimising pricing structures and business operations, analysing performance of advertising and marketing	<ul style="list-style-type: none"> <li>• All the personal information we collect as listed in Section 2 (but not your payment details)</li> </ul>
<b>Staff training</b>	<ul style="list-style-type: none"> <li>• All the personal information we collect as listed in Section 2 (but not your payment details)</li> </ul>

<b>Developing new products and services, and determining products and services that may be of interest to you</b> e.g. by understanding demographics to determine the most relevant products and services for customers' needs	<ul style="list-style-type: none"> <li>• All the personal information we collect as listed in Section 2 (but not your payment details)</li> </ul>
<b>Market surveys, research and analytics</b>	<ul style="list-style-type: none"> <li>• All the personal information we collect as listed in Section 2 (but not your payment details)</li> </ul>
<b>Direct marketing our similar products and services (only in accordance with your marketing preferences, and you will always be given the opportunity to unsubscribe)</b>	<ul style="list-style-type: none"> <li>• Contact details</li> <li>• Marketing preferences set by you</li> </ul>
<b>Making credit decisions</b>	<ul style="list-style-type: none"> <li>• Purchase history</li> <li>• Contact details</li> <li>• Payment information and account history</li> </ul>

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 contacting us at [dataprotection@bordgais.ie](mailto:dataprotection@bordgais.ie) or Data Governance Officer, Bord Gáis Energy Limited, PO Box 10943, Dublin 2, or at [www.bordgaisenergy.ie/dataprotection/#opt-out](http://www.bordgaisenergy.ie/dataprotection/#opt-out):

<b>Purpose</b>	<b>Personal information used</b>
<b>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)</b> e.g. where you are a member of our Rewards Club	<ul style="list-style-type: none"> <li>• Contact details</li> <li>• Account information and history</li> <li>• Rewards information</li> <li>• Purchase and account history</li> </ul>

### **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 personal information from the following sources:

- **Directly from you:** when you set up an account with us, purchase products or services from us, submit information like Expression of Interest forms via our websites or apps, complete survey forms we provide to you, enter our competitions and promotions, make a complaint or make a claim, contact us by phone, email or communicate with us directly in some other way.
  
- **From our Vendors/Partners:** following your expression of interest for the SEAI OSS Scheme and initial site survey, our vendors will provide us with information to assist us with the design and costing of an appropriate solution for an upgrade of your property.
  
- **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 installation and implementation of the 'scheme' 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.
  - **Other companies' apps and products:** provide us with information if you connect them to our products or services, including social media providers.

#### 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:

- **Contracted service engineers:** so that they can book appointments with you and provide the services that you request including site surveys, installation and maintenance.
  
- **Companies involved and design, sourcing, costing, and installation of Services and Systems:** In order to provide you with this service it is necessary for Bord Gáis Energy 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

system, to assist in the irradiance analysis of your system, to help identify the components to build your system.

- **Companies in the Centrica group:** to provide a service to you, and for cross-marketing activities, but only in accordance with your marketing preferences.
- **Networks Companies:** ESB Networks and Gas Networks Ireland to register you as our customer, for them to read the meter at your home, to carry out siteworks at your home, to register you as a Vulnerable Customer on their database or in the event of a Supplier of Last Resort situation or where we need to share information in order to deal with a complaint that you raise. We may disclose information when required by legal process for investigations by the Networks Companies
- **Any party approved by you:** which for the installation and implementation of the ‘scheme’ includes the IFA and BER assessors and if you take part in the Bord Gáis Energy 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), Gas Networks Ireland (GNI) 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, defence or public security.

We do not disclose personal information except as set out above. We may provide third parties with aggregate statistical information and analytics about users of our products and services and we will make sure no one can be identified from this information before we disclose it.

## **6. Direct Marketing**

Email, telephone, postal and SMS marketing: from time to time, Bord Gáis Energy or the Centrica group may contact you by email, social media sites, telephone (mobile and landline), post, SMS or WhatsApp messaging 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 our marketing by following the unsubscribe instructions in email or SMS communications that we send to you. You can then let us know at any time that you do not wish to receive marketing messages by completing this online web form [www.bordgaisenergy.ie/dataprotection/#opt-out](http://www.bordgaisenergy.ie/dataprotection/#opt-out) or call us on 01 611 01 01. You can opt-out by marketing type (e.g. email, SMS, etc.) as we know our customers may be happy to receive one form of marketing but not another.

## **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 may analyse your personal data using automated means in order to help us understand your needs and to develop our relationship with you. We will also use your information to offer you products and services that we believe you may be interested in. We may also use your consumption data to offer you smart services and products. Where we do this, we will always respect your marketing preferences. We may also use your personal data to make credit decisions regarding you. Where we make solely automated decisions that produces a legal or other significant effect,



you will have the right to request a review of that decision and provide information to support any such review.

### **9. Transferring your personal information internationally**

For the implementation of the OSS scheme, we work with partners which transfer and store data in various regions which include Australia, United States of America, India, Philippines and China. As these jurisdictions are outside of the EEA, their privacy laws 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 endeavour to ensure that the transfers are done under an agreement which covers the requirements for the transfer of personal data such as the [European Commission Standard Contractual Clauses](#).

### **10. How long do we keep personal information for?**

In order to comply with SEAI OSS Scheme and to provide a better customer centric service, we will keep your data as long as you have an account with us. 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, audit 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, 21 Fitzwilliam Square South, Dublin 2, D02 RD28, 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 encourage you to contact us [dataprotection@bordgais.ie](mailto:dataprotection@bordgais.ie), or write to us at: Data Protection Officer, Bord Gáis Energy Limited, PO Box 10943, Dublin 2 or call 01 611 01 01

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 February 2025