

Town Hall Chambers
High Street East
Newcastle upon Tyne
NE28 7AT

Introduction

Transparency, accountability and trust are core values of Northumbria Energy. Therefore, is the legislation of the European Union (EU) a milestone in this area. The General Data Protection Regulation (GDPR) will be effective from May 25, 2018. To put it simple, customers will have a greater influence over what, how, why, where and when their personal data is used, processed, or disposed. Any organisation that works with EU residents' personal data has the obligation to protect the data. This is in fundamental interest of Northumbria Energy and we will provide any customer the tools to get their information at any time, if they request it.

The Northumbria Way

At Northumbria Energy, transparency and a on trust based relationship with our customers are honoured goods. We will never use data of our users without permission of them. We will never sell data from customers to third parties without permission. From the beginning the Northumbria way included the commitment to data privacy and protection, so we are meeting the industry standards for ISO 27001 and SOC 2 Type 2. Our Data Processing Agreements, which were already in place, are edited to full compliance with the GDPR requirements.

Northumbria Energy need to collect personal information about customers in order to provide its services. This information includes name, address, email address, date of birth, private and confidential information and sensitive information. We ensure that Northumbria Energy treats and will treat personal data lawfully and correctly.

The GDPR refers to personal data and sensitive personal data, which are special categories of personal data. Personal data mean any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. This includes, name, identification number, location data or online identifier, reflecting changes in technology and the way organisations collect information about people. The GDPR applies to automated personal data and to manual filing systems where personal data are accessible according to specific criteria. This could include chronologically ordered sets of manual records containing personal data. Personal data that has been pseudonymised can also fall within the scope of the GDPR depending on how difficult it is to assign pseudonym to a particular individual. We will ensure to comply to following standards:

- Data is obtained, and information is processed fairly
- Data is kept safe and secure at all times
- Data is only processed for its intended purpose
- Data is not retained for longer than it is necessary
- Every Individual has the right to be forgotten
- Provide a timely response and access to data for subject access requests

Therefore, we will encrypt, anonymise or delete user data, perform data audits or assessments using data processing logs and create provisions for data subject rights and seek for possibilities to enhance security for user data.

Should you have any questions regarding Northumbria Energy and GDPR please contact us on +44(0)800 808 5822 or via email dpo@northumbriaenergy.co.uk and a Data Protection Officer will respond.