



## **GDPR STATEMENT**

Issue: 1  
Date: 23 May 2018

## 1. GDPR

This privacy policy sets out how GridSmart Limited uses and protects any information that we hold on you.

GridSmart Limited is committed to ensuring that your privacy is protected, and we will never release your personal details to any third party without your consent. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

### 1.1. WHAT DOES THIS NOTICE COVER?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

### 1.2. HOW DO YOU USE MY PERSONAL DATA?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data will be used for, OR may be used for one of the following purposes:

- Providing and managing your or your organisations account(s).
- Supplying information about our products and or services to you.
- Your personal details are required in order for us to enter into a contract with you or your organisation.
- Personalising and tailoring our products and or services for you or your organisation.
- Communicating with you. This may include responding to emails or support calls from you.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email and or telephone with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

### **1.3. WHAT DO WE COLLECT?**

We may collect the following information:

- Name.
- Contact information, job title and organisation, business address, email address, contact phone numbers.

### **1.4. WHAT WE DO WITH THE INFORMATION WE COLLECT?**

Here are the sorts of things we use your personal information for:

- To provide you with the services you have instructed us to deliver for you.
- Sending you updates that may affect you or your services.
- To send you billing information, renewals notices and delivery information.
- Getting to know you so we can provide the best technical and operation support.
- Internal record keeping.
- Recording financial transaction related to your account.
- From time to time we may contact you for service status updates, new products and services.

### **1.5. HOW DO WE SECURE YOUR DATA?**

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online. We will keep your personal information on our database for the duration of your service subscription.

We take your privacy seriously and all such information is held on our secure servers. GridSmart Limited complies with all applicable Data Protection regulations. We may change this policy from time to time by updating this policy and will notify you accordingly.

### **1.6. WHAT ARE MY RIGHTS?**

Under the GDPR, you have the following rights, which we will always work to uphold:

- The right to be informed about our collection and use of your personal data.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.

## COMMERCIAL IN CONFIDENCE

- The right to ask us to delete or otherwise dispose of any of your personal data that we have.
- The right to restrict the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, you can ask us for a copy of that personal data.

### **1.7. HOW LONG WILL YOU KEEP MY PERSONAL DATA?**

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the duration of any current and valid contract where you remain in post or are an agreed Point of Contact (POC) for the contact or, where there is no fixed period, you have requested to remain as a POC for information and data relating to any information of products, service offerings.

### **1.8. HOW AND WHERE DO YOU STORE OR TRANSFER MY PERSONAL DATA?**

We only store your personal data in the UK. This means that it will be fully protected under the GDPR.

### **1.9. DO YOU SHARE MY PERSONAL DATA?**

We will not share any of your personal data with any third parties for any purposes, subject to one important exception.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

### **1.10. HOW CAN I ACCESS MY PERSONAL DATA?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the GridSmart email or postal addresses.