



## AMR privacy notice - gas

Set out below is more information about your data choices and how your gas consumption data is used which is in addition to and supplements how we've already told you we'll use your personal information in our privacy policy, which can be viewed at: [npower.com/about-npower/privacy-policy](https://npower.com/about-npower/privacy-policy)

### Use of AMR energy data

- a** From the date your data logger device is installed we will use the energy consumption data we collect for the purposes set out below:

  - To produce bills based on actual reads reducing the need to estimate your bills
  - To calculate your energy usage and any debt or credit accrued
  - To provide energy usage for industry purposes in line with industry regulations
  - To identify and fix faults or issues with your meter more quickly
  - To help us forecast demand for energy
  - To carry out internal reporting, modelling and analysis to understand our customers better
- b** The consumption data will be recorded by your meter hourly and will be collected by National Grid acting on our behalf once a day. National Grid will provide us with an aggregated meter reading twice a month in order for us to produce your bill. National Grid will retain your hourly consumption data for 30 days only in case we need them to re-provide a meter read for that month after which they will securely delete it.
- c** We will discuss the purposes for which your energy data may be used in greater detail with you either when you contact us, or we will get in touch with you prior to your data logger device being installed so that we gain your explicit consent for your hourly data to be collected. Your hourly energy data will not be collected unless we get your consent to do so.
- d** To discuss your options or change the level of energy data we collect, please call 0800 073 3000. You can change your mind about the use of your data whenever you like, but we will need to remove the data logger and revert to collecting manual reads if you do so.
- e** If you decide that you want to change the level of data that you want us to collect that change will not be reflected at a meter level until the data logger has been removed. We will ask Utilitec to contact to you make an appointment at a time that suits you (subject to availability).
- f** We are able to provide you with up to 24 months of meter readings (or the period since the data logger was installed, whichever is the shorter).
- g** It may not be possible to purge (remove) all your energy data from the systems once it has been collected. If requested, we will stop processing that data unless we have a legal or regulatory right to continue to use the data to deal with your account.
- h** If you move home it is your responsibility to tell us in advance of the move taking place so that we can take appropriate steps to let the new occupier know about the fact we are taking hourly data and seek their consent.
- i** If you are the landlord or owner of the property we supply and are also the bill payer but you do not live at the property, we may only be able to provide you with energy consumption data that is necessary to enable us to meet our contractual and legitimate responsibilities to carry out functions such as billing and tariff comparison. We may be able to provide you with more granular energy consumption data if you provide us with your tenant's details so that we can contact them, explain the purposes for which we will use their energy data and seek their consent to provide you with more granular energy data.

**Phone calls:** Calls may be monitored and/or recorded for security, quality or training purposes. Calls to 0800 numbers should be free from all mobiles and generally free from all landlines.

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