

What we do with your data

We collect the minimum amount of data required to provide utility procurement services, generally it will include:

- Name
- contact information including email address, address, telephone number
- demographic information such as postcode,
- date of birth (in the case of sole traders and partnerships and on rare occasions that a Director's guarantee is required)
- bank details to be passed to your utility suppliers
- details of your utility usage and any metering or measuring data that is required
- Details of utility bills and actual utility bills
- correspondence records
- call records which are monitored for audit and compliance purposes

Lawful basis for processing

- The basis for processing your data is to provide utility contracting services on your behalf.
- You have provided consent to process your data.

We process your data for the following purposes:

- Internal record keeping
- To provide utility contracting services
- To undertake bill and consumption monitoring services
- To complete regulatory reporting for you as required
- To ensure that you have a safe and appropriate utility supply for your business
- To respond to any queries or requests that you may have
- To undertake internal audits
- To claim payments for our services via utility suppliers

Sharing your data

- We share your data with utility companies in order to provide contracting services
- We will not share your data with any other third parties.

Retention

- Your personal data will be retained for as long as you are an active client of Power Direct Ltd and for a period of one year after this time in order to resolve any issues or queries. This is in line with our internal document retention policy.

Your right to be forgotten.

- You may choose to restrict the collection or use of your personal information at any time by contacting us at the following address: info@powerdirectltd.com