

# Privacy FAQ

## What is privacy all about?

Privacy is concerned with handling personal information in a strictly controlled manner, to meet the following objectives:

- To be transparent about any personal information that is collected and what it will be used for
- To protect the information from accidental or malicious loss, damage, unlawful processing or disclosure
- For legal compliance

## Why should I care about privacy?

Your personal information is extremely important and there are a number of threats associated with the inappropriate disclosure and/or use of your information, including:

- Identity theft
- Fraud
- Spam

To reduce the risks, you must treat your personal information with great care and only disclose it, if you feel confident that it will be handled appropriately.

## Is my personal information safe with Budget Energy?

While the safety of your personal information can never be 100% guaranteed, we take privacy extremely seriously and adopt many measures to minimise the risks, including:

- We use industry standard technologies to protect our IT systems from accidental or intentional mis-use
- We provide privacy training to our staff, to ensure that they understand their responsibilities when handling your personal information, and the correct processes to follow

- We perform risk assessments and privacy impact assessments when starting a new project and when hiring a 3rd party to process personal information on our behalf

## **What can I do to protect my personal information?**

There are a number of measures that you can take to protect your personal information, including:

- The use of strong passwords for all of your online accounts and
- Do not use the same password for multiple accounts

Don't automatically trust every web site or email which asks you to provide your personal information. Take time to check that the request is valid, and that the personal information requested is absolutely necessary for the services that you are looking to use.

How can I opt in to receive Budget Energy's products?

There are a number of ways to opt in for our exciting products including:

- Via Email Subscription
- Via our contact centre

## **How can I take control of my personal data?**

The good news is you have ultimate control over your personal data. If you don't want us to send you relevant offers or marketing information you can opt out at any time.

We will be making provisions in the future for customers to handle their own privacy settings. Where you will be notified of changes as they are anticipated.

## **Here are the quick and simple ways you can opt out:**

Via Budget Energy on your mobile, computer, tablet or the Budget Energy app

- Call our customer service team on 0800 012 1177

You can also send any privacy related queries to our dedicated Privacy Mailbox

- [privacy@budgetenergy.co.uk](mailto:privacy@budgetenergy.co.uk)