

Privacy Policy

1. Introduction

1.1 Our Website (as defined in the Terms of Use) is owned by Imagination Industries Incubator Ltd, (Company No 08330792) of 1 Rivergate, Temple Quay, Bristol, BS1 6ED (“i3”, “us”, “we ” and “our”)

1.2 In this privacy policy, references to “you ” and “your” are references to any person using or accessing (or attempting to use or access) our Website or any of our owned and operated subsidiary Websites).

[NOTE: Our partner or subsidiary websites may also have their own specific Privacy Policy and Terms of Use statement governing the specifics associated with the service provided.]

1.3 At i3, we’re committed to our customers. As well as providing you with an excellent service, we believe it’s important to protect your privacy.

1.4 By accessing and using our Website you agree to be bound by this privacy policy, the Terms of Use which you can review here and any additional terms which are set out on our Website from time to time, which together govern such access and use, and you consent to the collection and use of your personal data by us or that you provide to us through our Website or via one of our call-centres in accordance with this privacy policy.

2 Why do we have a privacy policy?

2.1 We’ll collect certain personal information from you when you use our Website.

2.2 The purpose of our privacy policy is to let you know:

2.2.1 how and why we collect your personal information;

2.2.2 how we use and disclose your personal information (and to whom);

2.2.3 how we protect your personal information; and

2.2.4 how you can access your personal information.

3 Changes to our privacy policy

3.1 If we make any changes to our privacy policy, we'll post changes on this page. If they're major changes and you have an account with us, then we'll also send you an email letting you know.

4 Dealing with your personal information

4.1 Collecting your personal information

4.1.1 What will we collect?

You may provide us with information by filling in forms on our Website, uploading or emailing a bill to our website, by corresponding with us by telephone, e-mail or otherwise. This includes information you provide when you register for an account, search for a price comparison or quote, enter into a contract with a supplier of energy services listed on our Website, enter a competition, promotion or survey and when you report a problem with our Website. The personal information we collect includes your name, email address, postal address, phone number, date of birth financial and credit/debit card information and any other relevant information we need in order to provide our services to you.

You may also need to provide us with certain categories of sensitive personal information, to allow us to provide you with quotes, including, for example, information to assess whether you have any special health requirements in respect of your energy supply. By providing us with this information, you expressly consent to our use of your sensitive personal information in accordance with this privacy policy. We'll also track your use of our Website through cookies – see section 5 below for more details.

4.1.2 When will we collect your personal data?

We (and our agents) collect certain personal information from and about you whenever you get in contact with us or use our Website, for example, when you use our Website to compare energy suppliers. We may also monitor and record any communications we have with you, including phone calls and emails, to make sure we are providing an excellent service to our customers. We may receive information about you if you use any of the other websites we, or our group companies, operate or the other services we provide. We are also working closely with third parties (including, for example, business partners, service providers, advertising networks, analytics providers, and search information providers) and may receive information about you from them. This may be combined with other information you provide to us, as described above.

We may ask your previous energy supplier for personal information about you to provide to your prospective energy supplier so that a switch can be processed.

4.2 Using your personal information

We (and our agents) may use your personal information to:

4.2.1 provide our services to you;

4.2.2 contact you to see if you would like any help from us or have started but not finished any switch to a new energy supplier that we are facilitating;

4.2.3 contact you for suggestions on how we can improve our Website and the way we provide our services to you (e.g. we may ask you to complete a survey);

4.2.4 help train our staff, including using your calls and emails as part of our quality monitoring and training processes;

4.2.5 create reports or profiles to analyse information for marketing purposes; and/or

4.2.6 help to detect and prevent fraud.

4.3 Marketing information

At the stage that you proceed with a switch via our Website, we'll give you the chance to choose whether you'd be happy for us or our selected third party partners to contact you with marketing information and if you have any preferences for the way you'd like to be contacted. This will include contacting you by post, email, phone, SMS, multimedia message or other forms of electronic communication, or we might visit you in person to do this.

We (and our agents) will use your personal information for marketing purposes only if you've told us we can.

If you'd prefer not to receive this sort of marketing information, or want to change how you receive it, you can always contact us at hello@iincubator.com at any time. We'll occasionally remind you that you can update your preferences for receiving marketing information, or if you haven't told us what your preferences are, we might get in touch to find out.

4.4 Disclosing your personal information

We may allow third parties appointed by us and other organisations and people to use personal information we hold about you:

4.4.1 to manage and operate your account with us;

4.4.2 to notify you about changes to our Website or our services and to send you service emails relating to your account;

4.4.3 to provide any services you have asked for;

4.4.4 to enable us to obtain a quote for energy services. The use of any information we provide to such energy suppliers will be governed by their own terms of use and privacy policy. Some energy suppliers may search external sources such as the electoral roll, county court judgments, bankruptcy registers, UK credit reference agencies and education sources, where relevant, to check and assess the information you provide when asking for a quote. These searches may be recorded by credit agencies;

4.4.5 to provide services to us, in which case we will require those parties to keep that information confidential and secure and to use it solely for the purpose of providing the specified services to us;

4.4.6 to provide you with information about our products and services which may be of interest to you (provided you've given your consent);

4.4.7 if we sell one or more of our businesses;

4.4.8 to help prevent and detect fraud. We may give this information to a credit-reference agency.

4.4.9 if we have been asked (for example, by a regulatory authority such as Ofgem) to provide information for legal or regulatory purposes; and/or

4.4.10 as part of current or future legal action.

We may also share with or sell to third parties aggregate information or information that does not personally identify you.

4.5 Disclosing information outside the EU

Sometimes the third parties appointed by us and other organisations and people who use the information we hold about you may be outside the European Economic Area (EEA), so we may transfer your personal information to such parties based in countries that do not have the same standards or protection for personal information as the UK. By submitting your personal data to us, you agree to this transfer. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

4.6 Priority Services Register or special needs

If we believe that you (or a member of your household) need extra care (for example, because of your age, health, disability or financial circumstances), we may record and share this information with the following people to ensure your supply isn't interrupted:

4.6.1 other energy suppliers if we believe you are considering changing supplier;

4.6.2 an outsourced service company that manages a wide range of energy industry data interactions on our behalf;

4.6.3 the electricity distributor; and

4.6.4 the relevant gas transporter, metering agents or network operator.

4.7 Protecting your personal information

We follow strict security procedures to protect your personal information. This includes following certain guidelines (for example, checking your identity when you phone us).

We strongly recommend that you do not disclose your login details to anyone. Please always remember to logout of your account when you have finished using any of our Websites.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

From time to time, our Website may provide hypertext links or access to websites which are created by individuals and companies outside of our control. We do this if the

website is relevant to the topic you're reading about. These websites have their own privacy policies and we do not accept any responsibility or liability for how these individuals or companies use your personal information or the accuracy or relevance of the content on these websites.

4.8 Accessing your personal information

You can contact us and ask for a description of any personal information we hold about you, what we're using it for and who has access to that personal information. You can also ask us to delete personal information we hold about you or correct it if it's wrong.

If you do contact us in respect of the personal information we hold about you, we'll need to verify your identity and we may in some circumstances also charge a fee (up to a maximum of £10) for responding to your request.

To request a copy of personal information, please email hello@iiincubator.com or write to Data Protection, Imagination Industries Incubator Ltd., 1 Rivergate, Temple Quay, Bristol BS1 6ED.

5 Use of cookies

5.1 What are cookies?

A cookie is a piece of information stored in a small file which is sent to and from web pages. They can be used to identify that you've visited websites before and some will be stored on your computer by your web browser.

5.2 How do we use cookies?

We use cookies to understand how people use our Websites and to help us to make your experience of our Websites better.

On our Website

We use short-term cookies to recognise your computer as you move around our Website and to remember any information you have entered into search boxes for next time you visit us.

Measuring web traffic

We use programs such as Google Analytics and Mixpanel to help us find out how many people visit our Website, which pages and parts are most popular, how long people spend in each area and what information people are searching for. These insights help us understand how to improve our Website.

Google Analytics uses cookies to collect non-personally identifiable information like browser type, operating system, referring site, the date and also the time of a visit. If you'd like to know more please click this link for more information on Google Analytics.

Advertising

We use tools such as ValueClick to place ads on other websites you may visit. These tools may set cookies to track the performance of our advertising campaigns and allow us to tailor the advertising you might be interested in. We also use products like Google Analytics Advertising, including remarketing with Google Analytics, Google Display Network Impression Reporting and Google Analytics Demographics and Interest Reporting features. These products help us understand what ads work best so we can more effectively promote our products and services to you.

5.3 How can you manage cookies and where can you find further information?

If you don't want us to use cookies in your web browser, you can remove them from your computer or change your browser settings so that it either blocks cookies altogether or asks you if you'd like to accept them from some websites. You can also stop us collecting data through the following sources:

5.3.1 Mixpanel - download an opt-out browser add-on - the Mixpanel opt-out browser can be found here.

5.3.2 Google Analytics Advertising Features – visit www.google.com/setting/ads and adjust your personal settings as per their instructions.

However, please remember some of our cookies are essential for our Websites to work properly.

The internet industry body, the Internet Advertising Bureau, has set up a website to provide information and advice on cookies, tags and behavioural advertising; you can click here to find out more about behavioural advertising. Another trusted source which gives information about how to delete and control cookies is <http://www.aboutcookies.org/>

If you have any questions about this privacy policy please get in touch at hello@iiincubator.com and we'll do our best to help you.