ENERGY PRIVACY NOTICE

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Syncera UK Ltd · registered in England and Wales, company number 17170367 · registered office 2 High Street, Poole, England, BH15 1BW

Privacy notice for Syncera Energy.

This notice is for you if you talk to us about gas and electricity at one of our stands, or with one of our partners, and ask for an energy supplier to contact you. It is published at syncerauk.com/legal/energy-privacy, and the Energy form links to it before your details are taken. If you visit our website or write to us, our website privacy notice at syncerauk.com/legal/privacy covers that. Our other services have their own notices.

Two public pages it links to (who receives data, and how long we keep it) and our Help page on Energy enquiries give more detail.

1. Who we are.

Syncera UK Ltd, a company registered in England and Wales (company number 17170367, registered office 2 High Street, Poole, England, BH15 1BW), is the controller of the record we keep of your enquiry, and of passing your details on as you ask. We are registered with the Information Commissioner's Office under reference ZC141252.

To use your data rights (clause 7), email **privacy@syncerauk.com**. For anything else, email **hello@syncerauk.com**. You can also write to Syncera UK Ltd, 20 Wenlock Road, London N1 7GU.

If what you want to tell us is sensitive, such as your health, send it to privacy@syncerauk.com: only people read it.

2. What we do.

We are a sales team, not an energy company or a comparison site. We show you only what the suppliers we work with offer, and we tell you which supplier the offer is with before we take any details. We do not supply energy and we never take payment from you. The company that runs the energy campaign pays us for each switch that completes.

If you want to hear more, we record your details on the energy sales platform, so that an adviser from the campaign company or the energy supplier can call you, straight away or later. If you switch, your contract is with the supplier.

3. What we ask, what we keep, and why.

The form. Our team member or partner takes you through the campaign company's form. It asks about your current energy supply and your home, confirms you are 18 or over and pay the bills, and takes your name, phone number, address and date of birth, how you want to hear about offers (phone, text or both) and your consent. The form may require the consent box to be ticked before it can be sent. It is a request to be called and texted about energy offers. You answer the consent questions yourself, and nothing is sent until you have. We never ask for your email address, bank or card details, or any payment.

You don't have to give your details. If you don't, nothing is sent and nobody calls. If our team has already looked up your postcode, that postcode has reached the platform. If you talk to us but give no details, we keep only an anonymous count.

What we keep. We keep a record of your enquiry: the campaign company's references, who recorded it, when and where, the fuel, supplier and tariff, and how it went (calls, whether your details were checked, whether you switched, and any short reason our team notes). It does not normally hold your name, phone number, address or date of birth.

Purpose	Lawful basis
Passing your details to the campaign company, as you asked	Our legitimate interest in introducing you to the supplier you asked to hear from, and yours in hearing its offer
Keeping our record of your enquiry	Our legitimate interest in paying our team and partners correctly, checking the quality of their work, meeting our agreement with the campaign company, being paid, and handling complaints or legal claims

You can object to either (clause 7).

Consents and marketing. The consents on the form are given to the campaign company and the supplier, not to us. The marketing choice lets the campaign company and the companies it works with contact you about offers. Ticking the consent box also confirms that you are 18 or over and pay the energy bills, and enters you into a prize draw. The draw is run by the campaign company, under its own terms and privacy notice. We do not market to you ourselves, and we keep no contact details to do so.

Where we get it. From you, through the form. How your enquiry went comes from the energy sales platform.

No automated decisions. We make no decisions about you by automated means.

4. Who receives it.

We do not sell your information or share it for advertising. The recipients are:

- **our service providers**, in these categories: hosting; database and file storage; backups; error reports; energy sales platform; and software development and support;
- **the company that runs the energy campaign**. It decides how it uses your details, under its own privacy notice, and passes them to the energy supplier, which does the same under its own; we send you either notice on request. Either may check our record of your enquiry when it audits our work.

Each service provider works under data processing terms that let it use your data only on our instructions. What each category does and where, and the others we share data with, are at **syncerauk.com/legal/processors**. Ask **privacy@syncerauk.com** for the names.

5. Transfers.

Our database is in London. Some providers process data in the EU or the United States, under the UK's adequacy regulations, the UK–US data bridge or the UK addendum to the EU standard contractual clauses. Ask us for details.

6. How long we keep it.

We keep the record of your enquiry for no longer than **6 years after the last thing that happened on it**, then delete it, including the references that link it to the campaign company's records. Backup copies of our systems are kept for up to **2 years**, and details waiting to be sent, technical logs and error reports for shorter periods. We also keep a monthly encrypted copy of our files, used only to recover from a failure, and delete older copies on a rolling basis. We keep a record longer only while a claim, dispute or investigation needs it. The exact period for each record is at **syncerauk.com/legal/retention**.

The campaign company and the supplier keep your details for as long as their own notices say.

7. Your rights.

You can ask for a copy of your data, and ask us to correct it, erase it or limit its use. Some of these have limits in law. **You can object** to our use of it; we will stop unless we have compelling grounds or need it for a legal claim.

Email **privacy@syncerauk.com** or write to us. It's free. We answer within one month, or within three months for a complex request, and if so we tell you why within the first month. We hold references, not your contact details, so tell us the day and where you met us, and any reference you were given. If your request concerns details the campaign company or the supplier holds, we pass it on to them and tell you we have.

To stop calls and messages, tell the adviser on the call, or email **privacy@syncerauk.com** and we pass it on.

8. Complaints.

Complain to us first at **hello@syncerauk.com**. We acknowledge your complaint within 30 days and tell you the outcome without undue delay. You can then complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

A complaint about your energy contract goes to your supplier. If it isn't resolved within eight weeks, you can take it to the energy ombudsman. A complaint about how our team or partner behaved comes to us.

9. Changes to this notice.

We review this notice at least once a year. We publish a new version at syncerauk.com/legal/energy-privacy at least 14 days before it applies when we add a purpose, a lawful basis, a kind of recipient, a transfer outside the UK or an automated decision, or keep anything longer. Other updates to the linked pages and the Help page do not need a new version. Each version's effective date, and earlier versions, are shown at that address.