



PRIVACY NOTICE

GENERAL DATA PROTECTION REGULATIONS (GDPR)

This privacy notice provides you with details of how we collect and process your personal data in accordance with the legal changes coming into effect concerning data protection and privacy.

Personal Data

Personal data means any information capable of identifying an individual. It does not include anonymised data. We may process the following categories of personal data about you:

- **Communication Data;** this includes any communication that you send to us whether that be through the contact/enquiry form on our website, email, text, social media messaging, or any other communication. We process this data for the purposes of communicating with you and for record keeping. Our lawful ground for this processing is our legitimate interests, which in this case is to reply to communications sent to us and to keep records.
- **Customer Data;** this includes data relating to any purchases of services and/or goods from us such as your name, title, home/tenant address, billing address, email address, phone number and contact details. We process this data to supply the services and/or goods you have purchased and to keep records of such transactions. Our lawful ground for this processing is the performance of a contract between you and us and/or taking steps at your request to enter into such a contract.
- **Supplier data;** this is retained on file for any future procurement needs such as your name, title, address, email address, phone number, contact details and bank details where appropriate. We retain your details on our supplier list so that we can contact you directly if we believe you could assist us with any future needs for goods and/or services. Our lawful ground for this processing is the performance of a contract between you and us and for payment of such goods and/or services supplied.

We only keep the minimum amount of data required, with only a limited amount of people having access to such data. We will only use your personal data for the purpose it is collected and for a reasonably compatible purpose if necessary. In case we need to use your details for an unrelated new purpose we will let you know and explain the legal grounds for processing. We do not carry out automated decision making of any type of automated profiling.

Disclosures of your Personal Data

We may have to share your personal data with the parties set out below:

- Service providers who provide IT software support and system administration services
- Delivery/courier services
- Professional advisers including auditors, insurers, bankers, accountants, lawyers
- Government bodies that require us to report processing activities

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions. We do not transfer your personal data outside the European Economic Area (EEA)

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

Your data

Under data protection laws you can access the data that we hold about you, this request has to be done in writing. You can also have the right to have the data that we hold on you be forgotten; in some circumstances this will not be possible as we might be bound by other regulations.

Privacy notice

Under data protection laws should you need to contact anyone regarding the personal data that we hold for you please use the details below:

Data Controller

Cambridge Gas Services Limited
41 Natal Road
Cambridge
CB1 3NY
Telephone: 01223 413720

Email: cgslimited@btconnect.com