

Privacy Notice for Future Energy Retail Market Review

The following explains your rights and gives you the information you are entitled to under the General Data Protection Regulation (GDPR). This is a joint privacy notice issued by BEIS and Ofgem¹ as joint controllers. When we refer to “we” or “us” in this notice we mean BEIS and Ofgem. Note that this notice only refers to your personal data (your name, address and anything that could be used to identify you personally) not the content of your response to the consultation.

Processing of personal data

Responses to this consultation shall be submitted to BEIS and Ofgem. Your response may include personal data, such as your contact details

We will share your personal data between us. This means that:

- BEIS may share your personal data with Ofgem;
- Ofgem may share your personal data with BEIS.

We will use your personal data for the purposes of this consultation and the [future-energy-retail-market-review](#).

Why we are collecting your personal data and the basis for processing

Your personal data is being collected as an essential part of the consultation process and Future Energy Retail Market Review, so that we:

- know that you’re a real person;
- can respond to your comments;
- can contact you in relation to future steps and engagement in relation to this consultation and the Future Energy Retail Market Review.

The legal basis for processing this data is to perform a task in the public interest.

Other bodies

Your personal data may be shared by us with other Government bodies where necessary to facilitate the Review. We may share your data if required to do so by law, for example by court order to prevent fraud or other crime.

We will not:

- sell or rent your data to third parties
- share your data with third parties for marketing purposes

As your personal data will be stored on our IT infrastructure it may also be shared with BEIS’ data processors Microsoft and Amazon Web Services who provide email, and document management and storage services.

For how long we will keep your personal data

We will only retain your personal data for as long as:

- it is needed for the purposes set out in this document
- the law requires us to.

In general, this means that we will only hold your personal data for a minimum of 1 year and a maximum of 7 years.

Your rights

The data we are collecting is your personal data, and you have considerable say over what happens to it. You are entitled to have your personal information:

¹ Ofgem is the administrative office of the Gas and Electricity Markets Authority (GEMA)

- protected and kept secure;
- kept accurate and up to date;
- not used for purposes which are incompatible with those for which it was collected;
- kept only for so long as it is needed for the purposes for which it was collected (unless it must be kept as part of the historic record).

You have the right to:

- Request information about how your personal data is processed;
- Request a copy of any personal data that you have provided;
- Request that your personal data is corrected if it is inaccurate or incomplete;
- Ask us to delete personal data when there is no longer a justification for it to be processed;
- Ask us to restrict how we process your data in certain circumstances;
- Raise an objection about how your personal data is processed;

A full list of your rights under the General Data Protection Regulation (GDPR) is available on the [ICO website](#).

If you would like to exercise any of the above rights, please get in touch with the BEIS or Ofgem Data Protection Officer. You can choose whether you get in touch with either the BEIS Data Protection Officer or the Ofgem Data Protection Officer, or both. Their contact details are set out below. BEIS and Ofgem shall liaise with each other as appropriate to address your request.

How to contact us

<u>Ofgem: Contact Details</u>	<u>BEIS: Contact Details</u>
Email or write to the Ofgem's data protection officer:	Email or write to BEIS Data Protection Officer:
Email: dpo@ofgem.gov.uk	Email: dataprotection@beis.gov.uk
Write to:	Write to:
The Data Protection Officer Ofgem 10 South Colonnade Canary Wharf London E14 4PU	BEIS Data Protection Officer, Department for Business, Energy and Industrial Strategy, 1 Victoria Street, London SW1H 0ET

International transfers

As set out above, your personal data is stored on our IT infrastructure and may be shared with BEIS' data processors Microsoft and Amazon Web Services. Data shared with those data processors may be transferred and stored securely outside the European Economic Area. Where that is the case it will be subject to equivalent legal protection through the use of Model Contract Clauses.

Changes to this notice

We may modify or amend this privacy notice at our discretion at any time. If these changes affect how your personal data is processed, we will take reasonable steps to let you know.

Complaints

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113
casework@ico.org.uk