

Privacy Statement Group Buying Scheme for Electricity and Gas

Community Leaders organise Group Buying Schemes together with iChoosr. We value your privacy highly and will treat the information you entrust to us with care. In this Privacy Statement we explain what personal information we collect and how we use it, how we process the information and what your rights are. In processing your personal information, we adhere to the legal requirements placed on us under the Data Protection Act 1998 and the General Data Protection Regulation.

Last modified on 16 March 2018.

What personal information do we collect?

Personal information is information by which we can identify you, or that may be linked to you. When you sign up for a Group Buying Scheme you provide us with information, some of that information is personal information. The data that we collect is necessary for us to be able to provide you with a personal offer. We collect the following personal information:

- Title;
- Name;
- Address;
- Telephone number;
- E-mail address (if applicable);
- Date of birth (if you choose to accept the offer);
- Bank account number and name of the account holder (if you choose to accept the offer).

For what purposes do we process your personal information?

In order to organise the Group Buying Scheme, we process your personal information in several steps. Firstly, we collect all of the information that is necessary for us to organise a scheme, so that suppliers who take part in the auction can determine their best offer. Suppliers do not receive personal information at this stage, only anonymised data, such as the total number of applicants, their annual electricity and, if applicable, annual gas consumption and the geographical spread. Once the result of an auction has been determined you will receive a personal offer from the supplier through us.

Only once you decide to accept the offer that you have received will you enter into an agreement with the winning supplier. We will always ask for your explicit acceptance. When you decide to accept the offer we will proceed by sharing your data with the supplier so that they may contact you to implement the agreement.

In order to improve our schemes and service to you we may ask you to take part in a customer satisfaction survey. It is up to you to decide whether you would like to participate in the survey.

We process your personal data in accordance with the goals described above in order to implement the agreement you enter into with a supplier. Your data is not shared with a supplier unless you enter into an agreement.

iChoosr and the Community Leader also share some information with each other. Where possible this is anonymised statistical information. This enables us to analyse and improve the scheme together. You may also opt-in to receiving additional information from the Community Leader, such as a newsletter.

When you subscribe as a participant you will be included in the list of participants (the group) and we will keep you updated about the schemes that we organise. You will receive a personal

offer from us for the upcoming scheme. For schemes that take place at a later date you may activate your subscription by responding when you receive a message from us. You can unsubscribe at any time, after which you will no longer receive messages from us. You will also stop receiving messages from us when the circumstances indicate that you are (temporarily) not interested in the schemes. Unsubscribing may be done by clicking on the link in each of our e-mails to you. You may also call us or send us a letter. When you unsubscribe you will no longer be included in the group.

We will not retain your personal details longer than necessary for the purposes for which your information was collected. When you unsubscribe we will retain your personal details for six months for administrative purposes after which they will be erased. If you have not activated your subscription for a period of four years your information will automatically be erased from our database.

How will we communicate with you?

Normally we will communicate with you via e-mail, using the e-mail address that you provide when you sign up. We might also send you a text message, for example when the decision period for the scheme you are participating in is about to end.

If you do not have internet access and are registering via a Community Leader, we will communicate with you via letter using the postal address that you provide when you sign up.

You may also contact us via telephone or by using the contact form on our website whenever you have questions, want to change your personal details, or when you want to submit a request to us.

Sharing your data

Community Leaders and iChoosr organise the Group Buying Scheme together. When you subscribe we may exchange information where it is necessary.

When you accept an offer the supplier will receive your information from us, so that they may execute the contract.

Other than this, the personal information you provide us with is only passed on to a third party where this is necessary in order to carry out the Group Buying Scheme. We will not share your data with any other third parties without your express consent, unless this is legally permitted or required.

Third party websites

This Privacy Statement only applies to the websites of the Group Buying Scheme and is not applicable to third party websites connected to this website through hyperlinks. We cannot guarantee that these websites process personal details in a reliable or secure way. Before using such third party websites we advise you to always read the privacy statement of that website, in order to ensure that your personal details are treated and processed correctly.

Changes to this Privacy Statement

We may change this Privacy Statement from time to time. Changes will be published on this website. We therefore recommend that you consult this Privacy Statement regularly, so that you are aware of such changes. We will not sell your personal information to third parties for marketing or other purposes without your express consent, such consent would, for example, be given by you if you choose to enter into a contract under this scheme.

Your rights

When you have taken part in our Group Buying Schemes you can send us a request with regard to the personal information you have provided to us to view, change, erase or limit that information as you require. You may also ask us to forward your information to another

organisation. You may submit such a request through the contact form on our website or by writing to us. You can also view and change your personal details through the My Details page of your application. When you want to request for us to delete your information you can do so via our contact form or by writing to us. Our address and a link to the contact form may be found at the bottom of this page.

When you submit a request to us, for example to delete your personal information, we may ask you to confirm your identity to us, for example by asking control questions concerning your application.

Information Commissioner's Office

Of course we are here to assist you when you have any complaints concerning the processing of your personal information. When you are not satisfied, you may also submit a complaint to the Information Commissioner's Office (<https://ico.org.uk/concerns/>) to protest the processing of your personal information.

When you have questions or requests

You can contact us in several ways:

iChoosr

- The Contact Form on our website: <https://www.ichoosr.co.uk/contact/>;
- Via e-mail: info@ichoosr.co.uk;
- Via telephone: you can find the number of our free phone on the website, in your confirmation of registration e-mail or your summary of registration letter;
- Via the 'My Details' page of your subscription (link received in confirmation mail);
- Via post: iChoosr Ltd., 1st Floor, 23 Princes Street, London, W1B 2LX.

If you have any questions for iChoosr regarding this Privacy Statement, please direct them to our Privacy Officer, Gudo Borger, through privacy@ichoosr.com.

Community Leader

Several partners may work together with iChoosr to organise a scheme. Please contact iChoosr so that we may connect you to your community leader. You may also contact your community leader directly.