

Privacy Policy

About us

PFP Energy is committed to ensuring the privacy and security of your personal data.

This Privacy Policy sets out how PFP Energy Limited (company number 08994981) and PFP Energy Supplies Limited (company number 09135694), operating collectively under the PFP Energy brand, processes personal data collected from you or about you, which is provided to us by yourself or by third parties. This policy also details how and why we process this data, who we share it with, and your rights and choices when it comes to your personal data. PFP Energy is a data controller, registered with the Information Commissioner's Office.

In this Privacy Policy, when we refer to "personal data", we mean information which could directly identify you (for example, your name or national insurance number) and information which could indirectly identify you, meaning that it could identify you when combined with other information which we hold about you (for example, your gender or date of birth). "Process" or "processing" means just about any conceivable use of personal data, including recording, storing, viewing or disclosing personal data.

We may change this Privacy Policy from time to time in accordance with the changing data protection laws.

If you require any further information or you wish to make an enquiry regarding the way we process your data, you can contact us by e-mailing:

- For Domestic Customers – customersubjectrights@pfpenergy.co.uk
- For Business Customers – businesssubjectrights@pfpenergy.co.uk

Alternatively, you can write to us at our registered address: Unit 2 Edward VII Quay, Navigation Way, Preston PR2 2YF.

What type of information do we collect from you?

We collect certain personal information from you, which is any information which might identify you. It does not include data where the identity has been removed (anonymous data).

The information we collect includes:

For Domestic or Business Customers (including prospective customers):

- Contact details and identification information (including name, address, telephone numbers, e-mail address, date of birth, proof of address such as residency agreements or alternative documents with your address on, photographic identification);
- Financial information (such as bank details, payment and billing information or financial circumstances);
- Technical data (internet protocol (IP) address, your login data, browser type and version, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website. We track technical data by using cookies - see below for more details on cookies);
- Information to enable us to provide you with energy supply (for example, meter types and numbers, energy consumption data, recorded calls, queries and feedback, energy quotes);
- Marketing and communications data (your preferences in receiving marketing from us and our third parties and your communication preferences); and
- Special categories of data (health and financial vulnerability data, if applicable, to include you on the Priority Services Register).

It's really important that the personal data we hold about you is up to date so please let us know if your personal data changes at any time.

When will we collect it?

We (and our agents) collect certain personal information from and about you during your sign-up journey and when you get in contact with us or use our website or as part of providing our services to you.

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.

On what basis can we process your personal data?

We will only process your personal data on the following lawful basis for processing: consent, contractual obligation, legal obligation, vital interest, public interest, legitimate interest.

For Domestic Customers & Business Customers

In most cases, the processing of your personal data will be necessary for the performance of our contractual obligations we have with you, or in order for us to enter a contract with you, for the supply of energy. The terms and conditions that provide details regarding the supply of energy can be found in our document centre:

[Domestic Customers Document Centre](#)

[Business Customers Document Centre](#)

[Principal Terms for Micro-Business customers](#)

In some cases, we will process your personal data in accordance with mandatory legal obligations that are imposed on us by our regulators, such as Office of Gas and Electricity Markets (Ofgem), or other governing bodies (e.g. Ombudsman Services, Department for Business Energy and Industrial Strategy).

Where we believe that it is necessary to process your information in the best interest of yours or the life of others we will do this under the vital or public interest where appropriate.

We may also process your information if it is necessary for the purposes of our legitimate interests, such as sales and marketing, customer experience improvement and customer feedback including business ratings and reviews unless our interests are overridden by your rights and freedoms. To determine this, we will consider factors such as the information you have been given when you have provided your personal data to us, the nature of data and its impact of processing on you.