

# Smart Meter and Smart Tariff

Privacy Information Notice



**IBERDROLA**

# Smart Meter and Smart Tariff Privacy Information Notice

Where you have a smart meter and have chosen to move onto a Smart Tariff, this Privacy Information Notice (Smart Meter PIN) explains how we will use and protect your smart meter consumption data, as well as your personal information that is related to your smart meter consumption and Smart Tariff in accordance with the General Data Protection Regulation (GDPR) and Irish Data Protection Acts 1988 to 2018 (the Data Protection Laws). This Smart Meter PIN does not cover all of the other personal information we collect about you in other ways (for example over the phone or via our website, or in relation to other products or services that you may receive from Iberdrola Ireland Limited). To find out more on how we process personal information across Iberdrola Ireland, as well as how to exercise your rights under the Data Protection Laws, see the privacy information notice for Iberdrola Ireland Limited (the Iberdrola PIN) on our website at [iberdrola.ie/privacy](https://iberdrola.ie/privacy).

We publish the current version of this Smart Meter PIN on our website at [iberdrola.ie/privacy](https://iberdrola.ie/privacy) and we will update this from time to time. We will contact you (by email or letter) to notify you of these updates where:

- we are making substantial changes; or
- we are doing something with your personal information and/ or your smart meter consumption data, which you might not expect based on what we have told you in this Smart Meter PIN.

Otherwise, any updates to this Smart Meter PIN will be notified on our website and through our other communications with you.

This Smart Meter PIN is effective from January 2021.

## Who are we?

In order for us to manage your customer account and smart meter tariff (the Service), your personal information and your smart meter consumption data will be held by Iberdrola Ireland Limited (“**Iberdrola Ireland**” or “**we**”, “**us**”, “**our**”), which is part of the Iberdrola Group.

## What personal information do we receive about your smart meter?

We do not collect any information from your smart meter. In order for us to provide the Service to you, ESB Networks Ireland (ESBN) will collect and pass to us information regarding your energy consumption or half-hourly meter readings which tell us how much energy you have used and when you used your smart meter.

Your smart meter does not store other personal information about you such as your name, address or bank account details. If you choose to leave us and switch to another energy supplier, ESBN will no longer provide us with your smart meter consumption data.

## How we use your personal information and your smart meter consumption data

We will process your personal information and your smart meter consumption data in the following ways in order to **perform our obligations** under our contract with you to:

- measure your energy consumption and work out your bills, we will use the validated or estimated meter readings provided by ESBN depending on how often you choose for your information to be retrieved whether that is every day or every two months;
- manage the supply of energy to your property and manage your account with us;
- deliver products and services to you which are linked to your smart meter;
- issue communications to you (such as bills);
- answer your questions or complaints about your smart meter energy consumption; and
- provide you with a downloadable file of your historical half-hourly data energy consumption, if you have chosen your information to be retrieved daily, in half hourly intervals. This data will be based on information passed to us from ESBN

We may also use your personal information and/ or your smart meter consumption data where we have a **legal obligation** to comply with industry requirements, including CRU obligations and licence conditions.

We may also use your personal information and/ or your smart meter consumption data in the following ways because we have a **legitimate interest** to do so to:

- monitor your energy use to help us detect or prevent fraud or theft;
- carry out research and analysis, create statistics and test computer systems;
- give you information about products or services that may be of interest to you;
- analyse our interactions with you to tailor our products and services to you and to understand how to improve our customer services to those customers who receive the Services; and
- tell you how you can make your property more energy-efficient

### Where we retrieve your personal information and/ or your smart meter consumption data from

In order to provide you with the Service, we need to collect and use your personal information. Iberdrola Ireland collects your smart meter consumption data from a number of different sources, including network providers, such as ESNB.

### Who we share your Personal Information with

In order to provide the Service to you, we may share your personal information and/ or your smart meter consumption data with other Iberdrola group companies and agents and contractors working on Iberdrola Ireland's behalf, including companies in the following categories:

- customer service;
- data analytics;
- sales and marketing; and
- payment processing

We may also need to provide your personal information and/ or you smart meter consumption data to other organisations external to Iberdrola Ireland or its agents and contractors where we are under a legal or regulatory obligation to do so in connection with the provision of our energy services and to provide you with the product and service you have chosen.

These companies include:

- ESNB;
- Irish Tax & Customs, and other authorities;
- Government agencies such as the CRU and the DCCAE;
- Data Protection Commissioner; and
- people whom you have authorised us to share your personal information and/or your smart meter consumption data.

We do not share your personal information and/ or you smart meter consumption data with external companies for marketing purposes unless you have authorised us to do so.

### How long we keep your personal information and your smart meter consumption data

We will keep your personal information for 7 years after your last use of the Service.

### Accessing your smart meter consumption data

You have a right to access your smart meter consumption data that is collected daily, in half-hourly intervals. You can exercise this right by making a request to email **dataprotection@iberdrola.ie** or write to us at Iberdrola, PO Box 13051, Dublin 2. Please include subject heading: Access to smart meter consumption data, your name and account number. For information regarding how to exercise your other rights under the Data Protection Laws in relation to your personal information, please refer to the Iberdrola PIN on our website at [iberdrola.ie/privacy](http://iberdrola.ie/privacy).

### Contact us

If you have a question on this Smart Meter PIN or how we use your personal information or your smart meter consumption data, please get in touch:

#### By emailing us

[dataprotection@iberdrola.ie](mailto:dataprotection@iberdrola.ie)

#### By writing to us

Iberdrola, PO Box 13051, Dublin 2



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