

Boiler Care Maintenance & Support Terms and Conditions

Provided by



**Domestic
& General**



SCOTTISHPOWER

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Boiler Care Maintenance & Support Terms And Conditions

These Boiler Care plans provide you with maintenance and support services to help keep your boiler and controls maintained, supported and in good working order. This includes your system where you have purchased (or have otherwise been provided with) Boiler Radiator & Service Care or Landlord Boiler Care. These terms and conditions set out your and our responsibilities in respect of these services.

Section 1: Definitions

boiler: the single mains-connected natural gas boiler cared for by this plan (this only includes the parts inside the boiler casing; it does not include the flue).

controls: the programmer (time control), central heating circulating pump, motorised valve(s), zone valves or diverter valves, room thermostat and the cylinder thermostat. All elements of the controls must be standard.

home: the property at the address we have listed against the plan.

maintenance & support services: the maintenance and support services set out in "The Maintenance & Support Services" below.

plan: the contract of maintenance and support services that you have purchased.

product(s): the boiler and its controls, located at the supply address and cared for by this plan. If you have Boiler Radiator & Service Care or Landlord Boiler Care, your product also includes the system.

ScottishPower: ScottishPower Energy Retail Limited, a company registered in Scotland under company no. SC190287 with its registered office at 320 St. Vincent Street, Glasgow, Scotland, G2 5AD.

system: the radiators, radiator valves, expansion tank, the accessible and visible pipework directly associated with the provision of central heating (excluding any taps and their direct supply) and vented hot water cylinders holding less than 40 gallons or 182 litres. The system does not include thermal stores, their feeds, outlets or controls.

thermal store: cylinders running directly off mains pressure water, and not from a cold-water storage cistern/tank, and can often be identified as a cylinder which is not open to the atmosphere.

we/us/our: Domestic & General Services Limited, the provider of the plan, a company registered in England and Wales under company no. 1970780 with its registered office at Swan Court, 11 Worple Road, Wimbledon, London SW19 4JS.

you/your: the individual customer with whom we have entered into this plan.

Section 2: Introduction to Boiler Care

What does Boiler Care provide?

Boiler Care provides maintenance and support for your product, as long as it is operated in a domestic environment. It is designed to help ensure your product continues to work correctly and to minimise the chances of mechanical and electrical breakdown.

Introduction to the different plans

There are different plans available under Boiler Care:

Plan type	Provides maintenance & support services for:	Please note
Boiler & Service Care	Boiler and controls only	Your system is not included
Boiler Radiator & Service Care	Boiler, controls and system	
Landlord Boiler Care	Boiler, controls and system	Gas safety check included

Some Boiler Care plans also require you to pay a call-out fee for onsite visits. If this applies to the plan you have selected, the amount of the call-out fee will be set out in your welcome letter.

Some Boiler Care plans are provided at no charge, but they may still have a call-out fee that applies.

What products are eligible for Boiler Care?

Your product must be:

- owned by you and used for personal and non-business purposes only (for the avoidance of doubt products located in leased-out domestic homes are eligible);
- in good working order and under 15 years old when you take out the plan; and located in the United Kingdom.

Your product cannot be:

- a warm air unit; electric, LPG or oil boiler or combined heat power unit;
- a commercial or industrial grade boiler/controls, such as one with more than 200,000 BTU/HR 58.6K input; or
- located on a boat or in a mobile home.

Note each Boiler Care plan only applies to a single boiler. Any additional boilers would need to be looked after by a separate plan.

For plans provided at no charge, your boiler must also be in-guarantee when the plan starts.

Is Boiler Care right for you?

You must be at least 18 years old and resident in the United Kingdom.

Section 3: The Maintenance & Support Services

Depending on the plan type you have selected (or have otherwise been provided with), your Boiler Care plan will be made up of the Maintenance & Support Services as indicated in the table below and as described further in these terms and conditions. Please note, if your plan has a wait period (see 'Wait period' below) for the first thirty (30) days following your application date we will not provide any maintenance and support services. We can provide the details of a repairer in your area, but any charge for work carried out cannot be reclaimed from us.

Maintenance & Support Service	Provided by
Customer helpline	All Boiler Care plans
Annual service	
Ongoing support	
Onsite visits	
Issuing a landlord gas safety record (CP12)	Landlord Boiler Care only

Customer helpline

To ensure your product continues to work correctly and to optimise its performance, you can access our Maintenance & Support Services by calling us at any time on **0800 001 5214** and we may from time to time offer you hints and tips online through our website.

Annual service

Once a year we will contact you to arrange for an authorised service technician to visit your home and perform an annual service on your product (your boiler, controls and, if part of your product, the system); to ensure that it is working efficiently. This will be carried out to statutory requirements and in accordance with the manufacturer's recommendations. The service technician will also offer you advice on how to use your product. You can also arrange it by calling **0800 001 5214**.

Please note for plans provided at no charge, no annual service will be provided in the first year, as the installation counts as a check. Only one annual service is provided during the initial 2 years of the plan and this is done in the second year on or around the anniversary of the preceding installation date of your product.

Subsequent annual services will be carried out on or around the anniversary of the preceding annual service, subject to the availability of service technicians and your appointment preferences. Please note where possible annual service visits will be scheduled for the summer months.

Ongoing support

In order to help ensure your product continues to function correctly, we may from time to time offer you hints and tips online through our website. In addition, you can call us at any time on **0800 001 5214** throughout the duration of the plan term if there is a problem with the operation or functioning of your product or if your product fails the gas safety check (where you have Landlord Boiler Care) or the annual service. We will try to resolve the problem remotely, however if we are unable to resolve the problem, we will approve an onsite visit from an approved service technician to get your product working correctly again (see "Onsite visits" below). If you have purchased a plan with a call-out fee, before an onsite visit is arranged you must pay us the call-out fee. The call-out fee is not payable if you require a second onsite visit within 30 days of a previous onsite repair visit.

Onsite visits

Where an onsite visit is approved, we will either organise the service technician visit or provide you with the details to allow you to organise the service technician visit at your convenience. Onsite visits will take place during normal working hours which are at least 9 a.m. to 5 p.m. (except on public holidays) Monday to Friday on a date agreed with you. They may include repairs and further maintenance checks carried out on your product. We will pay for costs for call-out (other than the call-out fee, if one applies to your plan), labour and parts, as long as these are not covered by a manufacturer's guarantee. You must use our approved service technicians. Please have your plan documentation to hand when the service technician arrives. Note, if your product contains data this may be wiped during the repair process.

If we approve an onsite visit but are unable to find a service technician, we'll permit you to use your chosen service technician. They must be gas safe registered. You will have to pay them and claim the cost back from us. Please keep a copy of your invoice to send to us. If we permit you to use your chosen service technician and the proposed repair is estimated to cost more than the repair authority limit of £200, then you must ring the repair authority line on **0800 597 8580** for an authority number before work starts.

Safety message

If our service technician find that your product is unsafe (and, if relevant, it cannot be immediately repaired) they'll label it and with your permission condemn it (and disconnect / isolate it), and it must not be used again until the fault has been corrected. This is extremely important for the safety of those at the property.

Note all the service technicians we use for Boiler Care will be gas safe registered.

Replacements

If our approved service technician is not able to repair your product, or we decide that it is uneconomical for us to repair your product (because for example the repair would cost more than the price of a new product), we will arrange to replace your product with a new boiler up to a value of £750. Subject to availability and the price limit, the replacement will be of the same or similar technical specification.

If we cannot reasonably arrange a replacement, we will give you manufacturer credit or vouchers instead. The manufacturer credit or vouchers will be for the full retail price (from a manufacturer chosen by us) of a replacement boiler up to a value of £750. Manufacturer credit or vouchers will be valid for 12 months from the date of issue and will be sent electronically or posted to the last address you gave us.

Under this plan, we will not be responsible for any installation or delivery costs. We will also not pay for a replacement flue if this is needed for the new boiler or any upgrading costs associated with the new replacement boiler.

If we arrange a replacement or alternatively give you manufacturer credit or vouchers, your plan will end immediately.

Issuing a landlord gas safety record (Landlord Boiler Care only)

If you have Landlord Boiler Care, each year we will contact you to arrange for an authorised service technician to visit your home and carry out a gas safety check of the gas meter, gas pipework (from the gas meter) and gas appliances located at your home (CP12). We will then send you a record to confirm that this check has been carried out. If any part fails the check, we will include the full details in the record. You can also arrange the check by calling **0800 001 5214**.

Section 4: Fees, duration and cancellation

Fees

You must pay the monthly fees (inclusive of all applicable taxes) by Direct Debit and make regular payments in accordance with the 'Your payments details' set out in your plan documentation. Before your plan ends, we will send you a renewal notice (see 'Duration and renewal' below). If you do not pay for your plan on time, it will be suspended from the due date and we will send you notice in writing of this. No maintenance & support services will be provided past this date unless payment is received. If we do not receive payment from you within 2 weeks, we may cancel your plan immediately and we will notify you in writing. You will not be entitled to any refund of payments you have made prior to this cancellation.

If you have been provided with a plan at no charge, this section does not apply.

Wait period

Other than the plans listed below, most plans have a 30 day wait period. These plans will only start once the 30 day wait period has ended.

The following plans do not have a 30 day wait period:

- Plans offered when you transfer from another ScottishPower Boiler Care plan; and
- Plans provided at no charge.

Duration and renewal

If your plan has a wait period (see 'Wait period' above) it will start after the 30 day wait period has ended. In all other cases your plan will start immediately.

The start date is set out in your welcome letter. Your plan continues for a year, unless:

- You have been provided with a plan at no charge, in which case it continues for two years; and/or
- It ends early in accordance with these terms and conditions.

If you have a paid for plan, before your plan ends, we will write to you about renewing. Your renewal notice will show the new amount to pay and your renewal date. The fee payable may increase at renewal. As you pay by Direct Debit, your maintenance and support will automatically continue for another year with a new plan at each renewal, unless you inform us otherwise at least 2 weeks before the date your plan is due to renew (See 'Your right to cancel' below). Such cancellation will take effect on the expiry of the current plan term. Unless you have advised otherwise, the renewal fee will again be collected from your specified bank account, to ensure you are always cared for. A cooling off period (lasting 14 days from renewal of the plan or the day on which you receive your renewal documentation, whichever is the later) applies at the renewal of your plan. We reserve the right not to offer you a renewal on your plan.

If you were provided with a plan at no charge, before the expiry of the plan we will write to you about continuing maintenance and support with a new plan. The notice will show the amount payable and how to pay.

Your right to cancel

You can cancel the plan at any time.

- If you have a paid for plan, you will receive a full refund if you cancel the plan within the fourteen (14) day period from receipt of your documentation or from the plan sale date, whichever is later (the cooling off period).

- If you cancel your plan after the cooling off period, you will not receive any refund.
- If you have received a repair, prior to cancelling your plan, you may have to pay the cost of the repair. This will be capped at the plan fee (less any fees you have already paid in the current period).
- If you were provided with a plan at no charge, you will not receive a refund as no money has been paid by you to us.

Our right to cancel

If at any time your product is replaced, your plan will automatically end and no refund will be due (see 'Replacements' above).

We may cancel this plan where there is a valid reason for doing so by giving you at least 7 days' written notice to the address you have given us. Valid reasons include but are not limited to the following:

- where you fail to comply with certain conditions (see 'Your responsibilities' below);
- where you fail to pay for the plan, if applicable (see 'Fees' above); or
- where you have used threatening or abusive behaviour or language towards our staff or suppliers.

If we cancel your plan using this provision, you will receive a pro rata refund of any fees you have paid for the remaining unexpired days of your plan.

Section 5: Exclusions and standard terms

General exclusions

The following are excluded from the plan:

- Damage of any kind to the product.
- Damage during delivery, installation or transportation of the product by a third party not under our instruction.
- Replacement, recall or modification of the product (or any part) by a supplier or the manufacturer.
- Modifying or making a product comply with legislation or making it safely accessible.
- Any problem with the supply of electricity, gas, water, broadband or broadcast content.
- Costs or loss arising from not being able to use your product (e.g. buying temporary heaters or loss of earnings), or incidental costs caused by breakdown or repair (e.g. costs to remove or reinstate built-in or fitted equipment).
- Damage to your premises or any other property or possessions, unless it is our fault.
- Any loss, damage or impairment to functionality caused by neglect.
- Any loss, damage or impairment to functionality caused by: earthquake, flood, lightning, fire, wind, humidity, weather conditions, salt spray, storm or other natural events or catastrophes, abnormally high or low temperatures, plumbing problems, corrosion, chemical exposure, radiation, explosion, sabotage, terrorism, insurrection, revolution, war, riot, armed conflict, civil commotion, rebellion, man-made events or catastrophes or technological hazards (such as computer viruses or date-change faults).
- Repairs or modifications, where not approved by either us or the product manufacturer,
- The cost of replacing any consumables (such as external fuses, batteries, seal/gaskets, fuel).

- The cost of replacing any accessories (such as attachments, cables and cable joints, plugs, light covers, filters, removable parts, catalytic panels, external piping, starter connections and straps).
- Data loss or corruption, installing, modifying and upgrading software, the resolution of any software interface problems.
- For products with screens: repairs due to pixel failure where the number or location of pixels does not exceed the manufacturer's acceptable limit, marks on the screen, or burned screens.

Special exclusions

In addition to the 'General exclusions' above, the plan does not provide care for the following:

- Any work arising from hard water scale deposits (i.e. calcium).
- Magnetite, sludge or blockages (including carrying out a powerflush) or servicing, clearing, replacing or repairing magnetic filtration devices.
- Normal operation or adjustment of the product controls (except following a repair under this plan), any water pressure adjustments on sealed systems (except those connected with a repair approved under this plan), the clearing of airlocks or the balancing and venting of radiators.
- Work on anything not part of the product, for example non-accessible or non-visible pipework, energy management systems, unvented pressurised cylinders (thermal stores), convector heaters, kick space heaters, curved/angled radiators (for bay windows etc), towel heaters/rails, underfloor heating, heat pumps, shower pumps, immersion heaters, solar panels, fuel lines to the boiler and the flue systems from the boiler, the cold water supply tank, its feed or outlet, taps, any pipework, controls or other parts associated with any of these items.
- Work on non-standard pipework (i.e. greater than 35mm in diameter).
- Work where the removal or disturbance of hazardous material (e.g. asbestos) is required.
- Work on internet connected heating control equipment (such as Hive, Nest or ScottishPower Connect).
- Any installation or associated costs where we arrange a replacement.
- Any part of your boiler and controls which directly supplies a swimming pool
- Repairing or replacing the flue including the flue terminal and or lining for any open flued appliances.

The standard terms

The terms set out in the "Standard Terms For All Plans" section below apply to all the Boiler Care plans.

Annual Service Plan Terms And Conditions

Section 1: Definitions

product: the single mains-connected natural gas boiler registered under this plan (this only includes the parts inside the boiler casing; it does not include the flue).

plan: this contract of services.

ScottishPower: ScottishPower Energy Retail Limited, a company registered in Scotland under company no. SC190287 with its registered office at 320 St. Vincent Street, Glasgow, Scotland, G2 5AD.

we/us/our: Domestic & General Services Limited, the provider of the plan, a company registered in England and Wales under company no. 1970780 with its registered office at Swan Court, 11 Worples Road, Wimbledon, London SW19 4JS.

you/your: you, the individual customer with whom we have entered into this plan.

Section 2: Introduction to the Annual Service Plan

What products are eligible for the Annual Service Plan?

Your product must be:

- a gas fired boiler;
- owned by you and used for personal and non-business purposes only;
- in good working order and under 15 years old when you take out the plan; and
- located in the United Kingdom.

Your product cannot be:

- a warm air unit, electric, LPG or oil boiler or combined heat power unit;
- a commercial or industrial grade boiler, such as one with more than 200,000 BTU/HR 58.6K input; or
- located on a boat or in a mobile home.

Is the Annual Service Plan right for you?

You must be at least 18 years old and resident in the United Kingdom.

Section 3: The Annual Service

Annual service

Each year we will contact you to arrange for an authorised service technician to visit your home and perform an annual service on your product; to ensure that it is working efficiently. This will be carried out to statutory requirements and in accordance with the manufacturer's recommendations. The service technician will also offer you advice on how to use your product. You can also arrange it by calling **0800 001 5214**. Subsequent annual services will be carried out on or around the anniversary of the preceding annual service, subject to the availability of service technicians and your appointment preferences. Please note that where possible annual service visits will be scheduled for the summer months. Annual services visits will be carried out during the service technicians normal working hours which are Monday – Friday, 9am to 5pm.

What we will pay

We will only pay the labour costs involved in carrying out one annual service each year. The annual service will include full testing of main boiler components and functionality, as per the manufacturer's instructions.

If the product fails the annual service, you must pay any costs to bring the product up to the required standards.

We will only pay for an annual service carried out by our authorised service technicians.

We will only carry out an annual service to statutory requirements and in accordance with the manufacturer's specifications.

Safety message

If our service technician finds that your product is unsafe (and, if relevant, it cannot be immediately repaired) they'll label it and with your permission condemn it (and disconnect / isolate it), and it must not be used again until the fault has been corrected. This is extremely important for the safety of those at the property.

Note all the service technicians we use for the Annual Service Plan will be gas safe registered.

Section 4: Fees, duration and cancellation

Fees

You must pay the monthly fees (inclusive of all applicable taxes) by Direct Debit and make regular payments in accordance with the 'Your payments details' set out in your plan documentation. Before your plan ends, we will send you a renewal notice (see 'Duration and renewal' below).

If you do not pay for your plan on time, it will be suspended from the due date. No annual services will be provided past this date unless payment is received.

If you have been provided with a plan at no charge, this section does not apply.

Wait period

Other than the plans listed below, most plans have a 30 day wait period. These plans will only start once the 30 day wait period has ended.

The following plans do not have a 30 day wait period:

- Plans offered when you transfer from another ScottishPower Boiler Care plan; and
- Plans provided at no charge.

Duration and renewal

If your plan has a wait period (see 'Wait period' above) it will start after the 30 day wait period has ended. In all other cases your plan will start immediately.

The start date is set out on your welcome letter and continues for a year (unless:

- You have been provided with a plan at no charge, in which case it continues for two years; and/or
- It ends early in accordance with these terms and conditions.

If you have a paid for plan, before your plan ends, we will write to you about renewing. Your renewal notice will show the new amount to pay and your renewal date. The fee payable may increase at renewal. As you pay by Direct Debit, your service will automatically continue for another year with a new plan at each renewal, unless you inform us otherwise at least 2 weeks before the date your plan is due to renew (See 'Your right to cancel' below). Such cancellation will take effect on the expiry of the current plan term. Unless you have advised otherwise, the renewal fee will again be collected from your specified bank account, to ensure you are always protected. A cooling off period (lasting 14 days from renewal of the plan or the day on which you receive your renewal documentation, whichever is the later) applies at the renewal of your plan. We reserve the right not to offer you a renewal on your plan.

If you were provided with a plan at no charge, before the expiry of the plan we will write to you about continuing maintenance and support with a new plan. The notice will show the amount payable and how to pay.

Your right to cancel

You can cancel the plan at any time.

If you have a paid for plan, you will receive a full refund if you cancel the plan within the fourteen (14) day period from receipt of your documentation or from the plan start date, whichever is later (the cooling off period).

If you cancel your plan after the cooling off period you will not receive any refund.

If you were provided with a plan at no charge, you will not receive a refund as no money has been paid by you to us.

Our right to cancel

We may cancel this plan where there is a valid reason for doing so by giving you at least 7 days' written notice. Valid reasons include but are not limited to the following:

- where you fail to comply with certain conditions (see 'Your responsibilities' on page 14 below);
- where you fail to pay for the plan, if applicable (see 'Fees' above); or
- where you have used threatening or abusive behaviour or language towards our staff or suppliers

If we cancel your plan using this provision, you will receive a pro rata refund of the fees you have paid for the remaining unexpired days of your plan.

Section 5: Exclusions and standard terms

General exclusions

- Any request for an annual service which would not be in line with the manufacturer's instructions.
- Any annual service where hazardous substances are present (such as asbestos).
- Costs incurred for annual services carried out by anyone other than our authorised service technicians.
- The servicing of anything other than the product. For example, the following will not be serviced: the time control, water circulating pump, motorised valve(s), room thermostat, cylinder thermostat, radiators, radiator valves, expansion tank, hot water cylinder, pipework, energy management systems, convector heaters, kick space heaters, shower pumps, immersion heaters or solar panels.
- Any water pressure adjustments on sealed systems.
- Any clearing of airlocks, balancing or venting of radiators.
- Any costs associated with any repairs or parts required where the product fails the annual service.
- Costs arising from not being able to use your product or from loss or damage caused when the product breaks down, including any costs to remove or reinstate built-in or fitted boiler or hotel bills.

The standard terms

The terms set out in the "Standard Terms For All Plans" section below apply to the Annual Service Plan.

Standard Terms For All Plans

The following terms apply to all Boiler Care plans and to the Annual Service Plan.

Your responsibilities

- All information you give must be true, factual and not misleading.
- Your product must have been installed, maintained and used in accordance with the manufacturer's instructions.
- If your product breaks down or malfunctions, you must take reasonable steps to limit damage, e.g. stop using it if this is likely to cause further damage.
- You must pay the fees when they fall due (if applicable).
- You must arrange any work required to ensure your product is accessible, compliant with all relevant safety standards and safe to work on (as determined by our service technician). We will not do any work where these standards are not met.
- You must ensure someone 18 or over is home for when you have booked the annual service or onsite visit. If our service technician is not able to carry out the annual service or onsite visit because no one is home, you may be charged a call-out fee.

Customer services details

For customer services: call **0800 001 5214** or write to us care of ScottishPower (D&G Plans) at 320 St. Vincent Street, Glasgow, Scotland, G2 5AD.

Calls to this number are free. Calls may be recorded and monitored for quality and training purposes. Lines are open, at a minimum, from 9am to 5pm, Monday to Friday (except public holidays).

How to cancel

If you wish to cancel your plan, please contact us on **0800 001 5214** (8am to 8pm, Monday to Saturday). You can also cancel by writing to us at the address specified in the 'Customer services details' section. There is a cancellation form on our website www.domesticandgeneral.com which you can download and use. If you tell your bank to cancel your Direct Debit Instruction, but do not contact us first, we will not immediately cancel your plan. If you do wish to cancel, please contact us directly to avoid any communications regarding outstanding payments.

How to complain

If you wish to complain about the way the plan was sold to you, please contact our customer services team (see 'Customer services details' above). If you wish to complain about any other aspect of your plan, please contact us on

0800 001 5214 or write to us at Domestic & General Services Limited, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP or email us by clicking on 'contact us' on our website: **www.domesticandgeneral.com**

In either case if you are not satisfied with how we respond you can then ask the Consumer Ombudsman to review your case. They can be contacted at: Consumer Ombudsman, PO Box 1263, Warrington WA4 9RE, on their website **www.consumer-ombudsman.org** or by email at: **complaints@consumer-ombudsman.org**

You should only refer a case to the Consumer Ombudsman after you have received a final decision on your complaint from us.

Restrictions on transferring your plan

You cannot transfer the plan to a new owner or to any other product.

Transfer of the plan to another provider

We may at any time assign and transfer your plan to another company, who will become the new provider of the plan. The new provider of the plan will perform the obligations set out in your plan as if it had been the original party to the plan with you and, from then on, your dealings will be with that party.

Changes to the terms and conditions

We may modify or replace these terms and conditions in order to:

- comply with the law, regulations, industry guidance or codes of practice;
- rectify errors or ambiguities; and
- reflect changes in the scope or nature of the maintenance provided to you.

We will give you thirty (30) days' written notice of any change that could have a material effect on your rights or obligations. The new terms and conditions will take effect from the date specified in the notice. If you do not agree with the changes, you must notify us within that notice period and we will cancel your plan at the end of the period for which you have already paid.

Your information

Domestic & General Services Limited ("we", "our", "us") is the "data controller" of your personal information for the purposes of applicable data protection legislation. The personal information (including your: name, address, contact details, payment details) you provide will be processed for the purposes referred to below.

We'll keep your personal information for all processing described below for a period of six years following the termination of your plan so we can deal with any claims made in relation to the plan.

We may transfer your information to other countries (outside the EU), some of which may not have data protection laws which provide the same level of protection as provided in the UK. We have put in place Model Clauses as an appropriate safeguard to ensure that information which is transferred is adequately secured and protected and that such transfers meet the requirements of applicable data protection law.

Purposes of processing

We'll use your information (which you or others e.g. product manufacturers have provided to us) as necessary for the contract with you, to provide the requested service and for administration purposes (including, where applicable, the recovery of any amounts owing, and to undertake address searches (returned mail).

We also use your information for the purposes of our legitimate interests in carrying out customer surveys, printing services checking and verifying your identity and contact details, recording your conversations for training, quality and compliance purposes and for analytics..

We will not use your personal information for any marketing related activities

We require your consent to process your personal data for some conversion services, (Braille, Large Print, Audio) you have requested. Occasionally, the companies we use to carry out repairs may process the information stored on your devices while repairing those devices.

We may also process your personal information when required to do so by law, for example if we receive a request from law enforcement or other government officials.

Disclosures of your information

Your information may be shared with:

- other members of the Domestic & General Group of Companies;
- with ScottishPower (see below); and
- with companies acting on our behalf or providing services to us (e.g. the companies we use to carry out repairs).

Your information rights

By writing to the Data Protection Officer using the details provided below, you have the right to ask us:

- for a copy of the personal information we hold about you
- for a copy of the personal information you provided to us to be provided to you or sent to a third party in a commonly used, machine readable format
- to update or correct your personal information to keep it accurate
- to delete your personal information from our records if it is no longer needed for the original purpose
- to restrict the processing of your personal information in certain circumstances

And you may also:

- object to us processing your personal information – in which case we will either agree to stop processing or explain why we're unable to
- where we rely on your consent, withdraw that consent at any time.

Please note that the above rights are not absolute and certain exemptions apply to them.

You can also make a complaint to the Information Commissioner (www.ico.org.uk) if you feel your personal information has been mishandled.

Domestic & General's Contact Details

To contact Domestic & General about the processing of your information or your information rights, write to: Freepost Plus RTKS-CLRA-GRYE, Data Protection Officer, Domestic & General, Leicester House, 17 Leicester Street, Bedworth CV12 8JP or **dataprotection@domesticandgeneral.com**. To change your marketing preference let us know by emailing **marketingpreferences@domesticandgeneral.com** or by writing to us at the address above.

ScottishPower's use of your information

ScottishPower (on behalf of Domestic & General) will use your personal information to arrange and renew your Plan, to administer payments, to send you correspondence and documents in respect of your Plan and to process complaints in relation to your Plan.

ScottishPower will also use your personal information (including your name, address, contact details and payment details):-

- to deal with any complaints which relate to ScottishPower or the activities carried out by ScottishPower in relation to your Plan;
- for its legitimate business interests - you will find more information on this in ScottishPower's Privacy Information Notice (which you find on its website www.scottishpower.co.uk), but these interests include marketing ScottishPower products and services to you.

Exclusion of third party rights

This plan is only for your benefit. No rights or benefits will be given to any other third party under the plan.

Governing law and statutory rights

We will communicate with you in English and English Law will apply unless we agree otherwise with you. Nothing in the conditions will reduce or affect your statutory rights; for further information about your statutory rights contact the Citizens Advice Bureau: www.citizensadvice.org.uk or 03454 04 05 06.

Access and support

We offer a number of services for customers who have disabilities including providing our documents in Braille, large print or audio formats. We may also make accommodations to the way we provide our services on a case by case basis. For further information please contact us (see 'Customer services details' above).

Company information

The plans are all provided by Domestic & General Services Limited. Registered in England. Company No. 1970780. Registered office: Swan Court, 11 Worples Road, Wimbledon, London SW19 4JS



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