



Power Play Privacy Information Notice

This Power Play Privacy Information Notice (“Power Play PIN”) applies to ScottishPower’s use of your personal data in relation to the Power Play Prize Draw and should be read alongside the Power Play terms and conditions (“the Terms”) which can be viewed at scottishpower.co.uk/power-play.

Please note that this Power Play PIN is specific to the Power Play Prize Draw and is in addition to the Privacy Information Notice available at scottishpower.co.uk/privacy.

Any changes to the Power Play PIN will be posted at scottishpower.co.uk/power-play or notified to you in our communications with you.

Who are we?

ScottishPower Energy Retail Limited (“ScottishPower”) is the controller of the personal data that is used in connection with the Power Play Prize Draw.

If you have a question about this Power Play PIN or how we use your personal data, please email dataprotection@scottishpower.com or write to us at ScottishPower Energy Retail Limited, Data Protection, 320 St. Vincent Street, Glasgow G2 5AD. You have the right to lodge a complaint with our Data Protection Officer at:

dataprotection_corporate@scottishpower.com if you have any concerns about how your personal data is being processed. If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner’s Office. Find out how to report a concern at ico.org.uk/concerns.

How we use your personal data

To operate the Power Play Prize Draw, we use your name and ScottishPower energy account number. In addition, we will use the email address held on your energy account as the primary means of contacting you about the Prize Draw. As stated in clause 4.1 of the Terms, you may only take part in the Power Play Prize Draw if you are a domestic energy customer for whom we hold a valid and current email address. If we have tried to contact you by email and had no response, we may use your address, mobile or landline telephone number from your energy account to contact you in relation to the Power Play Prize Draw, for example, to notify you if you have won a prize. We will also use the marketing preferences we have on record in relation to your energy account to tailor our communications with you.

We may collect additional personal data from you in connection with the Power Play Prize Draw in the following circumstances:

- If you choose to do something that may be required to generate additional entries to the Power Play Prize Draw. Providing such data will be optional but you may not be eligible for additional entries if you do not provide it;
- To confirm your identity or eligibility should you be selected as a prize winner;

- If you opt-out of the Power Play Prize Draw, we will maintain your details on an opt out list to ensure you are not entered in future draws.

We may conduct analysis, including of customer opt-outs, to obtain insights in relation to the Prize Draw.

We may publish limited information about you if you win a prize. More detail is included in clause 8 of the Terms, and you can tell us if you don't want your details used in this way.

Other companies (working on behalf of ScottishPower) may from time to time help us administer and operate the Power Play Prize Draw, for example, to send prizes to winners. Where this is the case, we will make arrangements for your details to be used and safeguarded in line with the Data Protections laws. Please be aware that we could be asked to provide information about the operation of the Power Play Prize Draw to the Advertising Standards Authority and in some cases, this could include personal data.

We always make sure we have a lawful basis to use your personal data. In the case of the Power Play Prize Draw, the processing of your personal data will normally rely on it being "necessary for performance of a contract", i.e. to fulfil our obligations under the terms and conditions of the Power Play Prize Draw or to administer any objections you have made. We may also be required in limited circumstances to comply with a legal obligation. This could be for example if we are asked for information about the Power Play Prize Draw by the Advertising Standards Authority. You should also note that you can opt out of the Power Play Prize Draw at any time. Please see below for more information on how to opt out.

Our communications with you

We will contact you from time to time in relation to the Power Play Prize Draw, including reminders of when the draw is taking place and of how to opt out of the draw. We will normally contact you by email but may use details from your energy account to contact you by SMS text, phone or letter in certain circumstances. We will contact you in these ways unless you opt out of the prize draw.

If you opt out of the prize draw, we will not contact you as detailed above. However, we may contact you no more than once a year to give you the opportunity to opt back in if you choose to do so.

Depending on your marketing preferences, our communications with you may be tailored to include promotional material in relation to the Power Play Prize Draw. When we send you marketing communications, we will give you the opportunity to opt out with each marketing message. If you have opted out of marketing, you will still receive service communications about the draw as detailed above, but these messages will be non-promotional. If you do not want to receive any communications about the prize draw (whether marketing or otherwise), you will need to opt out of the Power Play Prize Draw.

You may opt out of the Power Play Prize Draw at any time by any of these methods:

- Email power.play@scottishpower.com stating your full name, address and ScottishPower energy account number and put "Power Play Prize Draw Opt Out" in the subject line of your email;
- or

- Call our Customer Service team on 0345 270 0700 (lines open Monday to Friday 9am to 5pm);
or
- Write to ScottishPower, Power Play Prize Draw Opt Out, 320 St. Vincent Street, Glasgow G2 5AD stating your full name, address and ScottishPower energy account number.

If you have opted out, you can opt back in at any time by contacting us through any of the above methods.

How long we keep your personal data

If you opt out of the Power Play Prize Draw, we will use your personal data only for the purposes of maintaining an opt out list to ensure your details are not entered, and to send you occasional communications reminding you how to opt back in.

If you do not opt out, we will continue to process your data for the Power Play Prize Draw as long as you remain eligible.

We will keep details of entry into each prize draw, and the winners selected, for the purpose of satisfying audit and record keeping requirements for a period of 2 years, after each draw. We will need to keep these details for this period regardless of whether you subsequently leave ScottishPower.

International transfers

We may from time to time use third parties based outside the United Kingdom to help us with some of our work. Different countries have different data protection laws and some of these do not guarantee the same level of protection as the UK. The agreements that we have with these third party organisations are such that they will not use your personal information for any purposes other than what we have agreed with them. We require that any third party organisations with whom we share personal information implement adequate levels of protection to safeguard your personal information, in accordance with UK Data Protection laws.

Your rights

The UK Data Protection laws give you certain specific rights in relation to your personal data which are listed below:

- to obtain a copy of the personal data we hold about you;
- to have any inaccurate personal data corrected;
- deletion of any personal data where there is no compelling reason for us to retain it
- right to restrict our use of your data, if we have no compelling reason to use it for a particular purpose, or pending the outcome of a complaint or query
- to object to our use of your personal data where the processing is based on our legitimate interests
- to object to us using your personal data to make decisions by solely automated means
- to provide you with personal data you have given us in a common machine readable format, or send it to a third party where this is technically feasible.

To exercise any of these rights, please contact us:

By emailing us at dataprotection@scottishpower.com (subject heading: Data Subject Rights – please include your name and your energy account number)

By writing to us at Data Protection Team, Rights Request, ScottishPower Energy Retail Ltd, 320 St. Vincent Street, Glasgow G2 5AD.

This Power Play PIN is effective from 6th September 2024.