



ScottishPower Privacy Information Notice for the installation of Alternative Home Area Network devices with smart metering equipment

Last Updated July 2025

This Privacy Information Notice (PIN) is supplemental to the ScottishPower Privacy Information Notice which is available online at scottishpower.co.uk/privacy, which describes your rights under the UK General Data Protection Regulation (UK GDPR), how we will use and protect your personal information, and how to contact us.

This PIN provides information that is specific to our use of your information for the purpose of the installation of Alternative Home Area Network (Alt HAN) equipment and reiterates your rights in relation to our use of your information and how to contact us.

Who Are We?

Your information will be held by ScottishPower Energy Retail Ltd ("ScottishPower" or "we", "us", "our"), which is part of the ScottishPower Group.

Contact Information

If you have a question on this PIN or how we use your personal information, please email dataprotection@scottishpower.com or write to us at ScottishPower Energy Retail, 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 believe that your personal information is not being processed in line with this PIN.

If you are not satisfied with the response, you have the right to lodge a complaint with the Information Commissioner's Office. Find out how to do so on their website at ico.org.uk/make-a-complaint

Our Purposes for Using Your Personal Information in Relation to the installation of Alternative Home Network equipment

ScottishPower is obligated by the terms of its licence conditions to take all reasonable steps to install smart meters in all eligible customer premises. Although customers are under no obligation to accept a smart meter, ScottishPower needs to be able to demonstrate it has done all it reasonably can to install them for all its residential customers.

Where we identify that a property is not suitable for the installation of a smart meter using standard smart metering Home Area Network (HAN) technology, an Alternative Home Area

Network (Alt HAN) communication solution is likely to be required. An Alternative Home Area Network simply means that additional equipment is installed with a smart meter to ensure that the different elements of the smart metering equipment can effectively communicate with each other. This is designed to enable the smart meter to operate as it should.

How We Use Your Personal Information

We will use your information to associate your Alt HAN equipment with the rest of the smart metering devices installed at your premise. This allows us to monitor your equipment's performance and its effective operation, and also to investigate and resolve any issues that may arise.

The personal information used for these purposes is limited and similar to the information collected for a standard smart meter installation. This includes your metering point numbers and address information. All other uses of information from your smart meter are not specific to the installation of Alt HAN equipment. For example, we will use your smart meter to produce accurate bills – just as we do for any smart meter.

We also use your information to notify the Alt HAN Company when Alt HAN equipment has been installed, removed, replaced or reported as lost at your premises. The personal information used for this purpose includes your address and metering point number (s). Further details on how we share your information with the Alt HAN Company are provided in the next section.

Who We Share Your Personal Information With?

Energy suppliers must co-operate with the Alt HAN Company in identification of premises that may require an alternative HAN connection. This includes helping them to update and maintain an inventory of properties that may require an alternative HAN solution. In order for Alt Han to carry out their responsibilities effectively, they may use Artificial Intelligence (AI).

ScottishPower and the Alt HAN Company have entered into a Joint Controller Agreement which is a contract that sets out the responsibilities of each of the Parties in relation to the use of your personal data and the exercise of your rights. Each Party will be responsible for the security of personal data processed on their own systems and have agreed to co-operate regarding any queries or issues arising about your personal information.

To find out more about how Alt Han use your personal information, please visit althanco.com/privacy-policy or contact gdpr@althanco.com

How Long We Keep Your Personal Information

The principles outlined in the Scottishpower [Privacy Information Notice](#) remain applicable in relation to Alternative HAN (Home Area Network) equipment.

The Alt HAN Company is required to maintain a record of properties where an alternative HAN solution has been installed, as well as information on all premises across Great Britain and the likelihood that they may require Alt HAN equipment. ScottishPower and other energy suppliers are required to support and maintain Alt HAN records.

Your Rights

As explained in more detail in the ScottishPower [Privacy Information Notice](#), you have a right to request access to and correction or erasure of personal information or restriction of processing

concerning your information and to object to the use of your information as well as the right to ask us to pass on your personal information to other organisations if this is technically feasible.

To exercise your rights, to raise a query or make a complaint in relation to your personal information, you can contact us:

By emailing us at: dataprotection@scottishpower.com
(subject heading: Subject Access Request – Your Name, your Account Number)

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

ScottishPower Energy Retail Limited
Registered Office: 320 St Vincent Street, Glasgow G2 5AD
Registered in Scotland No SC190287 VAT No. GB6593720 08