



Business Privacy Notice

Department: IT

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Vital Energi

Privacy Notice for Business Associates

Last Updated: March 2025

Introduction

Vital Energi Utilities Limited, Vital Energi Power Networks Limited and all subsidiary companies and affiliates (“Vital Energi”, “we”, “our”, “us”) are committed to protecting the privacy and security of the personal data we collect about business associates (“you”, “your”). Also, to ensuring we meet our legal obligations when processing your personal data.

Vital Energi Utilities Limited are a limited company registered in England and Wales, company number 04050190, of Century House, Roman Road, Blackburn, Lancashire, BB1 2LD, registered as a Controller in the UK with the Information Commissioner’s Office (“ICO”), registration number Z805921X.

Vital Energi Power Networks Limited are a limited company registered in England and Wales, company number 15302039, of Century House, Roman Road, Blackburn, Lancashire, BB1 2LD, registered as a Controller in the UK with the ICO, registration number ZB724591.

Our Data Protection Officer is:

Evalian Limited
West Lodge
Leylands Business Park
Colden Common
Hants
SO21 1TH

The purpose of this privacy notice is to explain what personal data we collect about you when we interact for business purposes.

Please read this privacy notice carefully as it provides important information about how we handle your personal data and your rights regarding such processing. If you have any questions about any aspect of this privacy notice, you can contact us using the information provided below or by emailing us at dataprotection@vitalenergi.co.uk.

Personal data we collect

We collect and process your personal data when conducting business with you. The personal data we collect may include:

- Contact name
- Business name
- Business email address
- Business address
- Business Bank account details
- Public Liability Insurance details

Purposes for which we use personal data and the legal bases

When providing services to you, we may use your personal data for the following purposes and on the following lawful bases:

Purpose	Lawful Basis for Processing
Responding to initial correspondence from you.	It is our legitimate interest to respond to your correspondence.
Maintaining contact for business purposes.	Necessary for the performance of the contract to which you are a party.
Making and receiving payments for services provided.	Necessary for the performance of the contract to which you are party.
Internal management, administrative and organisational purposes. This includes maintaining internal records and carrying out other business administration tasks.	We have a legitimate interest to process your personal data in order to manage our business.
Statistics and other data analysis. This includes creating forecasts and business plans, improving our services and developing new services.	We have a legitimate interest to process your personal data to develop and improve our business through aggregated and anonymised reporting and analysis.
Sharing data with entities within our group.	We have a legitimate interest to share your personal data with our subsidiaries and affiliates for administration and management purposes.
Sharing data with other third parties. Including third parties who process personal data on our behalf.	We have a legitimate interest to share your data with third parties who provide us with services relevant to our provision of services to you.
Meet our legal obligations. Including any laws or regulations which apply to us.	Necessary to comply with legal obligations to which we are subject.
Detect and prevent crime, fraud or loss.	We have a legitimate interest to detect and prevent crime, fraud and loss and to report such incidents to the relevant authorities.

Where personal data is processed because it is necessary for the performance of a contract to which you are a party, we will be unable to do business without the required information.

Sharing your data

We share your personal data with trusted third parties who provide us with services relevant to our business relationship with you. This includes our professional advisers, IT service providers, cloud software provider and other suppliers and sub-contractors. All such third parties are required to take appropriate security measures to protect your personal data in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions. We also share your personal data with other Vital Energi entities in our group for administration and management purposes. We may also share your personal data where we are required to do so by law.

In some circumstances, we or one of our suppliers may host, store or handle your personal data outside the UK. We will only permit this to happen if the country in which your personal data will be processed benefits from a UK adequacy decision, or where a UK International Data Transfer Agreement or similar mechanism is in place, which contractually obliges the supplier to process and protect your personal data to the standard expected within the UK.

How long we keep your data

We will retain your personal data for the duration of our business relationship and for a reasonable period thereafter to enable us to meet our contractual and legal obligations. This will be for a maximum of three years after our last meaningful contact.

At the end of the retention period, your personal data will be securely deleted or anonymised, for example by aggregation with other data, so that it can be used in a non-identifiable way for statistical analysis and business planning. This is in accordance with the Vital Energi Personal Data Retention Policy.

Your Rights

You have the following rights in respect of your personal data:

Rights	Description
Right to be informed	Individuals have the right to be informed about the collection and use of their personal data
Right of access	Individuals have the right to receive a copy of their personal data, and other supplementary information
Right to rectification	Individuals have the right to have inaccurate personal data rectified or completed if it is incomplete
Right to erasure	Individuals have the right to request their personal information to be erased, in certain circumstances
Right to restrict processing	Individuals have the right to request the restriction or suppression of their personal data, in certain circumstances, in particular: <ul style="list-style-type: none">• if your data is not accurate;• if your data has been used unlawfully but you do not want us to delete it;

Rights	Description
	<ul style="list-style-type: none"> • if your data is no longer needed, but you want us to keep it for use in legal claims; or • if you have already asked us to stop using your data but you are waiting to receive confirmation from us as to whether we can comply with your request
Right to data portability	Individuals have the right to obtain and reuse their personal data, in a machine-readable format, for their own purposes across different services, in certain circumstances
Right to object	Individuals have the right to object to the processing of their personal data, in certain circumstances Where we are using your personal data because it is in our legitimate interests to do so, you can object to us using it this way Where we are using your personal data for direct marketing, including profiling for direct marketing purposes, you have an absolute right to ask us to stop doing so
Rights with respect to automated decision-making and profiling	Individuals have the right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you

In addition to the above, an individual also has the following rights:

Rights	Description
Right to withdraw consent	Where we are using your personal data based on your consent, you can withdraw that consent at any time
Right to lodge a complaint with the relevant supervisory authority	You have the right to raise a complaint about how we handle your personal information with the ICO. Please see below for details on how to exercise this right

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

If you wish to exercise your rights, please email us at dataprotection@vitalenergi.co.uk.

Contact us

If you have any questions, or wish to exercise any of your rights, then you can contact:

IT Director
Vital Energi
Century House,
Roman Road,
Blackburn
BB1 2LD
United Kingdom

Alternatively, you can email us at dataprotection@vitalenergi.co.uk.

Raising a complaint with the UK data protection supervisory authority

If you believe you have exhausted all possible avenues of resolving your data protection concerns with us, you may lodge a complaint with the ICO.

The ICO Helpline can answer your data protection enquiries on 0303 123 1113.

You can also send your postal correspondence to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Alternatively, you can contact them at <https://ico.org.uk/make-a-complaint/>.

Changes to this privacy notice

We may update this notice from time to time as shown at the top of this notice. We will notify of the changes where required by applicable law to do so.