



Customer Data Retention Policy

Updated May 2018

Bryt Energy



1 PURPOSE

Bryt Energy obtains personal data from all customers, including named contacts related to companies, sole traders and partnerships. Bryt Energy is committed to ensuring that any data which is collected is done so in a transparent, relevant, secure and legitimate manner. Correct handling of personal data is necessary to ensure compliance with the General Data Protection Regulation and to safeguard the Group's reputation as a UK energy company where personal data protection is given high priority.

Please refer to the Bryt Energy Privacy notice for more information. The privacy notice may be updated to ensure it is always reflective of the current legislative requirements.

2 HOW LONG WILL WE STORE CUSTOMER DATA FOR?

Customer data retention controls relate to data which is held for prospective customers of Bryt Energy and those who are supplied or have been supplied by Bryt Energy.

All data will be gathered and stored only for the specific and legitimate purpose for processing the data. Data includes, but is not limited to, information such as contact details, call recordings, survey responses, email correspondence and use on the Bryt Energy website.

Customer data can be held in the following locations:

1. Bryt Energy's CRM¹ system, which can only be accessed by authorised users.
2. Email accounts of Bryt Energy employees, which can only be accessed by the email recipient.
3. Other systems which are used by Bryt Energy to legitimately process the data which is required to provide products and services to the customer, which can only be accessed by authorised users.
4. Paper records will be stored in locked cupboards, which can only be accessed by authorised users.

Customers will be notified of how long their data will be stored in accordance to the information held on the Bryt Energy website and the Bryt Energy Terms & Conditions which are issued. Personal data that is no longer necessary to be stored will be deleted or anonymized in accordance to the following guidelines.

1. All customer calls will be stored within the telephone system for a maximum of 3 months, at which time the call will be automatically deleted.
2. All other customer data will be retained for seven years following the end of our contractual relationship with the customer (which might be when the account closes or when the final bill has been paid)

There may be circumstances when we need to keep a customer's personal data for longer, for instance, if the customer is on a long-term payment plan or to meet our legal obligations, but we will delete the information once it is no longer required.

¹ Customer Relationship Management

The Chief Operating Officer has responsibility for ensuring that all customer related documents are stored, retained and deleted in accordance to the company mandated guidelines. All employees have the responsibility to ensure they follow the guidelines within this document.

3 RIGHT TO DELETION

A customer has the right to ask Bryt Energy to remove personal information which is held about them. All requests of this nature must be made to the Data Protection Manager (dpm@brytenergy.co.uk). Bryt Energy will review this request but may reject this request where there are legitimate grounds for us to hold the data.

4 HOW TO CONTACT BRYT ENERGY

If the customer wishes to discuss any aspects of this policy, or the associated privacy notice on the Bryt Energy website, they should contact Bryt Energy's Customer Service team on 0330 0538620 or the Data Protection Manager (dpm@brytenergy.co.uk).