



## Privacy Notice



### **Our contact details.**

**Name:** Tomato Energy Limited

**Address:** Enquiries

Devonshire House

Basingstoke, Hampshire

RG24 8PE

**Phone Number:** 01256 644064

**E-mail:** [customer.care@tomato.energy](mailto:customer.care@tomato.energy)

This privacy notice was updated in July 2024, if you would like to read our Privacy Policy in full, please see the Privacy Policy on our website [www.tomato.energy](http://www.tomato.energy)

### **The type of personal information we collect.**

Personal information including first and last name, date of birth and contact information including current residential address, primary email address and/or primary phone number.

We may collect Special Categories of Personal data, which is classed as sensitive data under GDPR, for example we may collect the below information during or after the initial set up of a contract with us.

- Health – We do ask if our clients have any vulnerabilities, we need to be aware of so we can adapt the journey with us to meet their needs. If consent to record these has been given, this information will be stored on our records.

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have purchased a product or service from Tomato Energy Limited, or one of our other business entities under Tomato Group.

We use the information that you have given us in order to fulfil the contract obligation you agreed to at the time of purchase. We may share this information with the following.

- Insurance policy providers as appointed by us.
- IT support services
- Print vendors
- All companies trading under Tomato Energy Limited
- Third party payment processors
- Third Parties for marketing purposes, only with your express permission.
- Third parties to whom we may choose to sell, transfer or merge part of, or the whole of, our business or our assets. The new owner may use your Personal Data in the same way as set out in this Privacy Notice.

Regulatory, government and industry bodies such as (if required under our legal obligations):

1. Ofgem
2. Information Commissioners Office
3. HM Revenue & Customs
4. Law Enforcement bodies
5. Fraud Prevention Organisations

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Consent
- Performance of a contract
- Legitimate interest.

### How we store your personal information

We have put in place appropriate security measures to prevent your Personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your Personal data to those employees and professional advisers who have a business need to know.

Whilst you have the legal right to ask us to stop processing your information for direct marketing purposes, we may still be required to hold your information for the purposes of complying with our Legal or Regulatory obligations.

### Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

- **Right to object to direct marketing** - You have the right to object to all marketing from us, you can do so by contacting us on the details provided in this privacy policy.

Please contact us on the details provided below if you wish to make a request.

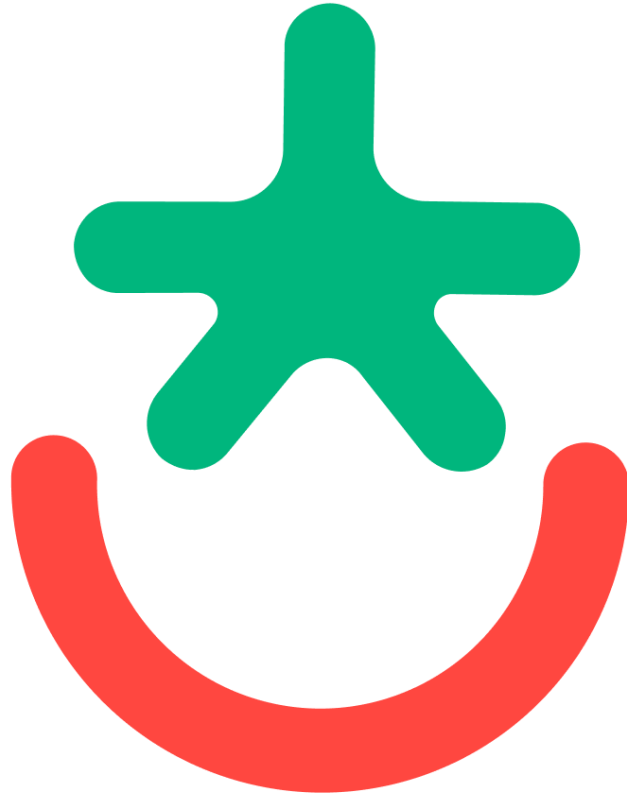
### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us [complaints@tomato.energy](mailto:complaints@tomato.energy)

You can also complain to the ICO if you are unhappy with how we have used your data.

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

Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>



visit: [www.tomato.energy](http://www.tomato.energy)



Tomato Energy Limited,  
Belvedere House 4<sup>th</sup> Floor,  
RG21 4HG



[customer.care@tomato.energy](mailto:customer.care@tomato.energy)



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