

Privacy Statement for Customers and Suppliers

September 2020

Introduction

This Customer and Supplier Privacy Statement describes how personal data must be collected, handled, stored, disclosed and otherwise “processed” to meet Greenergy’s data protection standards and to comply with the data protection legislation.

Under various Data Protection Regulations Greenergy is required to give you a statement of our data policies and your rights. These are contained in this statement.

Greenergy is defined as a data controller in respect of our customers and suppliers’ Personal Data and so Greenergy is responsible for ensuring that it uses your Personal Data in compliance with data protection law.

At Greenergy we respect the privacy of our customers and suppliers and we are committed to taking all appropriate steps to keep your Personal Data secure. This Customer and Supplier Privacy Statement govern the handling of Personal Data by Greenergy in the course of carrying on commercial activities.

In this Statement:

“**Greenergy**”, “**we**” or “**us**” means Greenergy Group Holdings Limited and its wholly-owned subsidiaries.

“**Customer and supplier**”, “**you**” means all Greenergy customers and suppliers that are using Greenergy services or provide services to Greenergy.

“**Personal Data**” means any data which relates to an individual who can be identified from that data or from that data and other information which is in the possession of, or is likely to come into the possession of, Greenergy (or its representatives or service providers). In addition to factual information, it includes any expression of opinion about an individual and any indication of the intentions of Greenergy or any other person in respect of an individual.

“**Regulatory Body**” means any regulatory body by which Greenergy is or becomes regulated.

“**Data Protection Legislation**” means the EU Data Protection Legislation and the other applicable data protection legislation in other jurisdictions, which may be applicable to you.

The types of personal data we process

The word “process” (and any derivative term) includes any operation that is carried out in respect of personal data, including but not limited to collecting, storing, using, disclosing, transferring or deleting personal data.

Many of the services offered by Greenergy require us to obtain Personal Data about you in order to perform the services we have been engaged to provide. Greenergy will also obtain Personal Data from the suppliers in order to receive certain services. In the course of and in connection with the provision of those services, Greenergy will collect and process the following Personal Data about you:

» **Information that you provide to Greenergy.**

The nature of the services that you are requesting or are requested by Greenergy, will determine the kind of Personal Data we might ask for, such information may include (by way of non-exhaustive list):

- basic Personal Data (such as name; age; address; gender; nationality; citizenship; address; telephone numbers; email address; date of birth);
- financial information if you are applying for credit or seeking some other financial arrangements (such as advisor details; investment details; banking details; employment status; financial details; income, credit history, debts and liabilities);
- if there are tax implications related to your financial activities, your social insurance number or other tax identification number and details of tax residency;
- Personal Data provided by you in the context of us carrying out background checks, including in relation to anti money laundering, regulatory and tax and know your client checks (such as Personal Data included in identification documents, details of criminal records and sanctions).

» **Information Greenenergy collects or generates about you:**

- a file with your contact history to be used for enquiry purposes so that we may ensure that you are satisfied with the services which we have provided to you;
- details to ensure procurement services;
- recordings of telephone calls to protect you and us from fraud.

» **Information Greenenergy obtains from other sources:**

- information obtained from credit references agencies for conducting affordability checks;
- data obtained from credit insurance companies in order to analyse the credit worthiness and financial stability;
- details obtained from banks and governmental agencies to conduct anti money laundering checks;
- personal data received from a branded wholesaler as part of the branded wholesaler agreement, which Greenenergy is party of, in order to handle complaints.

If you visit www.greenenergy.com or Greenenergy Portal for customers, cookies are used to collect technical information about the services that you use. This could include device-specific information, your navigation throughout the site, and other technical and browsing preferences including your location and entry point to site. Other Personal Data is not collected on the website. For further details, please go to the Cookies Policy, which are published on our website.

You can also view our general Privacy Statement by accessing it online at: www.greenenergy.com.

How we use your personal data

Your Personal Data may be stored and processed by Greenenergy including in the following ways and for the following purposes:

- » to manage our relationship with our customers and suppliers and manage our contractual obligations;
- » in order to comply with and in order to assess compliance with applicable law, rules and regulations (including tax reporting purposes) internal policies and procedures; or
- » to confirm and verify an individual's identity or credit status (through established agencies). We will also screen against publicly available government and/or law enforcement agency sanctions lists;

- » to detect, investigate and prevent fraud and other crimes or malpractice and for obtaining legal advice;
- » for the administration and maintenance of databases storing Personal Data; and
- » to inform you about news and information relating to our business – including product updates.

Greenenergy is entitled to use your Personal Data in these ways as may be applicable:

- » in order to perform its contractual obligations with you (for example, in order to manage your orders and verify the information you provide to us);
- » if Greenenergy has obtained your consent;
- » in relation to its legal or regulatory obligation that has to discharge;
- » in very limited scope, in order to protect the vital interests of the data subject e.g. to protect an interest which is essential for the life of the data subject; or processing is necessary for reasons of public interest in the areas of public health such as protecting against serious cross-border threats to health; or
- » in order to establish, exercise or defend its legal rights or for the purpose of legal proceedings;
- » for Greenenergy's legitimate business and proprietary interests such as:
 - allowing Greenenergy to effectively and efficiently manage and administer the operation of its business;
 - maintaining compliance with internal policies and procedures; and
 - for internal research purposes.

Disclosure of your personal data to third parties

Greenenergy will not share your Personal Data with third parties to get value from the data, for instance selling as marketing lists.

We share Personal Data among our affiliates, business units and third-party independent suppliers, whose services are integral to the services we offer, but only in circumstances where such sharing conforms to law and our policies, in the circumstances outlined below:

- » the management and administration of Greenenergy's business (including the management of your orders) and the administration of the database which stores personal data;
- » assessing compliance with its applicable laws, rules and regulations, and internal policies and procedures across Greenenergy.
- » the validation of data concerning your company (including the data provided during Greenenergy KYC onboarding process.

Greenenergy may also share your Personal Data outside of Greenenergy for the following purposes:

- » with third party agents, service providers and contractors for the purposes of providing services to us (for example, Greenenergy's accountants, auditors, professional advisors, hauliers, shipping agents, inspectors, IT, KYC and communications providers). These third parties will be subject to confidentiality requirements and they will only use your Personal Data as described above.
- » with owners of branded fuel retail businesses as per the Branded Wholesaler Agreement for the purpose of ensuring complaints or actual/potential legal claims are handled appropriately.
- » to the extent required by law, for example if Greenenergy is under a duty to disclose your Personal Data in order to comply with any legal obligation (including, without limitation, in order to comply with tax reporting requirements), or to establish, exercise or defend its legal rights. This may include disclosure to Regulatory Bodies;
- » as part of a transaction, for example if Greenenergy sells any of its business or assets, in which case Greenenergy may need to disclose your Personal Data to the prospective buyer for due diligence purposes;

- » if Greenenergy is acquired by a third party, in which case the Personal Data held by us about you will be disclosed to the third party buyer.

Where Greenenergy instructs the third party to process Personal Data on behalf of Greenenergy (referred to as "data processor"), the third party must enter into a written agreement with Greenenergy that:

- » provides details of the processing of Personal Data that they are being instructed to carry out;
- » requires the third party to process the Personal Data only in accordance with Greenenergy's written instructions and to the extent necessary for them to fulfil their obligations to Greenenergy under the agreement;
- » requires the third party to implement appropriate technical and organisational measures and controls to ensure the confidentiality and security of the Personal Data; and
- » imposes any additional data processing obligations required by law.

International transfer

We operate globally and therefore your Personal Data may be processed and disclosed as described above in any country in which we conduct business or have a service provider. We will only transfer your Personal Data internationally if such processing is necessary and justifiable by the way we manage our business. Accordingly, when you provide your Personal Data to us, you acknowledge and agree that we may disclose your Personal Data to recipients located in jurisdictions other than your own, including but not limited to Australia, Brazil, Canada, China, India, Ireland, Netherlands, Singapore, UAE, UK and USA.

To the extent that applicable Data Protection Legislation does not allow or permit us to obtain your valid consent by virtue of providing this Policy to you, or otherwise rely on the other grounds set out in this Policy for disclosing your Personal Data outside of your jurisdiction under the data protection and privacy law of your jurisdiction, we will obtain your explicit consent through other means.

In all cases, Greenenergy will ensure that any transfer of your Personal Data is compliant with applicable Data Protection Legislation.

How we safeguard your personal data

Greenenergy has commercially reasonable controls in place to maintain the security of our information and information systems. Files are protected with safeguards according to the sensitivity of the information contained therein. Appropriate controls (such as restricted access) are placed on our computer systems. Physical access to areas where Personal Data is gathered, processed or stored is limited to authorised employees.

As a condition of employment, Greenenergy employees are required to follow all applicable laws and regulations, including in relation to data protection law. Access to Personal Data is limited to those employees who need it to perform their roles. Unauthorised use or disclosure of confidential client information by a Greenenergy employee is prohibited and may result in disciplinary measures.

When you contact a Greenenergy employee about your file, you may be asked for some Personal Data. This type of safeguard is designed to ensure that only you, or someone authorised by you, has access to your file.

Greenenergy does not allow any third parties to access its database where your Personal Data is kept. In exceptional circumstances, the access can be only given to our IT service providers which may need to conduct maintenance services or solve technical issues. Greenenergy ensures that its IT service providers guarantee adequate data protection standards.

Retention of personal data

How long Greenenergy will hold your Personal Data for will vary and will be determined by the following criteria:

- » the purpose for which Greenenergy is using it – Greenenergy will need to keep your Personal Data for as long as is necessary to comply with the purposes for which the Personal Data was processed; and
- » legal and regulatory obligations – laws or regulation may set a minimum period for which Greenenergy has to keep your Personal Data.

Your rights

To the extent provided by the laws of your jurisdiction, you have a number of legal rights in relation to the Personal Data that Greenenergy holds about you. These rights may include:

- » the right to obtain information regarding the processing of your Personal Data and access to the Personal Data which Greenenergy holds about you;
- » the right to withdraw your consent to the processing of your Personal Data at any time. Please note, however, that Greenenergy may still be entitled to process your Personal Data if it has another legitimate reason (other than consent) for doing so;
- » in some circumstances, the right to receive some Personal Data in a structured, commonly used and machine-readable format and/or request that Greenenergy transmit those data to a third party where this is technically feasible. Please note that this right only applies to Personal Data which you have provided to Greenenergy;
- » the right to request that Greenenergy rectify your Personal Data if it is inaccurate, incomplete or outdate;
- » the right to request that Greenenergy erase your Personal Data in certain circumstances. Please note that there may be circumstances where you ask Greenenergy to erase your Personal Data but Greenenergy is legally entitled to retain it;
- » the right to request that Greenenergy restrict its processing of your Personal Data in certain circumstances. Again, there may be circumstances where you ask Greenenergy to restrict its processing of your Personal Data but Greenenergy is legally entitled to refuse that request; and
- » the right to lodge a complaint with the data protection regulator (details of which are provided below) if you think that any of your rights have been infringed by Greenenergy.

You can exercise your rights or enquire about your rights, which are applicable to you, by contacting Greenenergy using the details listed in paragraph below.

Questions and concerns

If you have any questions or concerns about Greenergy's handling of your Personal Data, or about this Statement, please contact our Data Protection Officer using the following contact information:

Address:

Greenergy
198 High Holborn
WC1V 7BD
LONDON
United Kingdom

Attention:

Data Protection Officer

Department:

Legal & Compliance

Email Address:

privacy@greenergy.com

To the extent permitted by applicable law, we may record and monitor electronic communications (including e-mail and telephone) to ensure compliance with our legal and regulatory obligations and internal policies.