

## **CODE OF PRACTICE ON GDPR**

### **For Non-Domestic Customers**

Erova Energy Supply Limited (Erova) is committed to providing our business customers with exceptional service. In this Code of Practice, we outline our processes and commitments in relation to GDPR.

#### **1. The Data Protection Principles**

This policy is designed to enable Erova to comply with the General Data Protection Regulations (GDPR). In summary these state that personal data shall be:

- i. Processed lawfully, fairly and in a transparent manner in relation to individuals
- ii. Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- iii. Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed
- iv. Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay
- v. Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed
- vi. Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

This policy has been developed to ensure that Erova employees who process or use any customer personal information adhere to these principles and follow the outline processes and procedures.

#### **2. Counterparty Data Access**

All customers are entitled to know:

- i. what information Erova holds and processes about them and why
- ii. how to gain access to it

- iii. how to ensure it is kept up to date
- iv. what Erova is doing to comply with its obligations under GDPR
- v. they have the right to withdrawn data use (full or partial) permission
- vi. they have the right to data deletion
- vii. they have 'the right to forget'. Erova must remove all data from all systems where reasonably practicable except:
  - a) where required to be kept by law (i.e. tax invoices)
  - b) where minimal data is maintained on a 'Do Not Contact List'.

### **3. Data Security**

When Erova collects information about other people, it must comply with the following data security requirements.

3.1. Erova is responsible for ensuring that:

- i. Only minimally required personal data for business use is collected
- ii. Any personal data which is collected is kept securely
- iii. Personal information is not disclosed either orally or in writing, accidentally or otherwise to any unauthorised third party

3.2. Personal information will be subject to restricted access:

- i. If physical data (i.e. paper copy) the data will be kept in a secure location such as an office with physically restricted access, such as a key coded door. Where possible the data should also be kept in a lockable location such as a filing cabinet or desk draw.
- ii. If data is computerised, the data must be password protected on PC, server or other networked computer device, or kept only on an electronic storage media which itself is kept securely (e.g. USB disk, external hard drive). Where such media is used the media should be encrypted.

3.3. Rights to Access Information:

- i. Any person who wishes to exercise their right to either request notification of the information currently being held on them, change/remove permission to hold or process their data or any other personal data related request, should make a formal request initially to Erova's Data Protection Officer, or in the DPO's absence, any other available Director. The request should be made in writing, but the format is optional.
- ii. Normally no charge will be made regarding data management requests, however Erova reserves the right to charge the requestor €20 on each occasion a data

management request is made if Erova deems the requestor is making an unreasonable number and/or high frequency of requests.

iii. Erova aims to comply with requests for access to personal information as quickly as possible and will ensure that it is provided within 5 business days, unless there is good reason for delay. In the event of the 5 business days timeframe not being met Erova will advise the requestor of the reason for delay and an eta for the request completion.

#### **4. Subject Consent**

4.1. Erova can only process personal data with the consent of the individual. All personal data held prior to 25/05/2018 has had explicit permission to be retained from the individual the data pertains to.

4.2. All new data required after 25/05/2018 will have explicit consent obtained prior to acquisition and subsequent use.

#### **5. Status of the Policy**

5.1. Any member of staff, who considers that the policy has not been followed in respect of personal data about customers, should initially raise the matter with Data Protection Officer, or in the DPO's absence, any other available Director.

5.2. The Data Controller is a Limited company and the ultimate data controller and processor.

5.3. The Board of Directors is ultimately responsible for implementation of this policy, however day to day enforcement and management of the policy will primarily reside with the Data Protection Officer.

#### **6. Implementation of Policy**

This Policy shall be deemed effective as of 25<sup>th</sup> May 2018. No part of this Policy shall have retroactive effect and shall thus apply only to matters occurring on or after this date.