

At Meterix, we're committed to protecting and respecting your privacy.

This policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this policy.

Any questions regarding this Policy and our privacy practices should be sent by email to compliance@meterix.com or by writing to:

METERIX LIMITED (UK).
71-75 Shelton Street, Covent Garden
London, WC2H 9JQ

Alternatively, you can telephone 0844 745 8040.

Who are we?

Meterix Limited is a technology solutions company who operate the MeterPay platform and associated smart metering services.

How do we collect information from you?

We obtain information about you when you use our website in relation smart metering services, and if you register for a user account through our website.

What type of information is collected from you?

If you are making a payment through our website for a meter top-up, we will collect the following information:

- your e-mail address;
- your payment details (your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions);
- your IP address;
- the electronic fingerprint of the software and your device used to access our website;
- the serial number of the meter that has been selected for top-up;
- the post code relating to the location of the selected meter (which could infer that this is your address);
- the transaction details of this payment.

If you have a user account to access our website, we will collect the following information:

- your e-mail address;
- your payment details (your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions);
- your IP address;

the electronic fingerprint of the software and your device used to access our website;

If you have a user account related to a CONSUMER role on our website, we will collect the following information in addition to your user account:

- the serial number of the meter that has been assigned to your account;
- the post code relating to the location of the assigned meter (which could infer that this is your address);
- the transaction details of any payments made to this account.

If you have a user account related to an OWNER role on our website, we will collect the following information in addition to your user account:

- the serial number(s) of any meter(s) that have been assigned to your account;
- the post code relating to the location(s) of the assigned meter (which could infer that this is your address);
- the post code relating to the delivery location(s) of the supplied meter (which could infer that this is your address);
- the transaction details of any payments made to this account;
- your payment details (your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions);
- your beneficiary details (your beneficiary information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of financial transactions);

How is your information used?

We may use your information to:

- process a payment that you have made;
- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

Meter Top-Up Transaction (payer and beneficiary): If you are making a payment through our website for a meter top-up the beneficiary of the funds has access to the transaction information. The transaction beneficiary could be your landlord, their appointed managing agent, or an appointed third party. If you are a tenant then it is most likely the entity that provided your tenancy agreement, but you should make enquiries to determine this if required.

Meter Serial Number & Location: If you are using our website for any transaction related to a meter serial number, which may include the location (address and post code), the owner or operator of this device has access to information related its location. This entity could be your landlord, their appointed managing agent, or an appointed third party. If you are a tenant then it is most likely the entity that provided your tenancy agreement, but you should make enquiries to determine this if required.

We will not sell or rent your personal information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process payments). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with:

When you are submitting a payment through our website, your payment is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your choices

If you are making a payment through our website for a meter top-up, we will e-mail you:

- an acknowledgement that the payment transaction has been submitted to our third party payment processor;
- the result of the payment transaction that we receive from our third party payment processor;
- if the payment is successful we will also update you with the delivery of credit to your meter;
- we may also contact you in relation to the payment transaction or delivery of credit to your meter if we need your assistance to resolve an outstanding transaction.

When you are making a payment through our website, you are entering into a contract with us to process the payment transaction and fulfil the delivery of credit to your meter. This requires us to communicate with you for the purposes described in the previous section - so you cannot opt-out of these communications.

We will not communicate with you, nor use any information collected from this transaction for marketing purposes or any other reason outside of this contract.

If you have a user account to access our website, we will e-mail you:

- if you request, or if we deem it necessary, to reset your access credentials (password etc.) to this user account;
- if you enable, or we deem it necessary to enable, Two-Factor Authentication then we will transmit a temporary access code for

the purposes of authenticating to this user account;

- if we deem it necessary to inform you of a schedule of maintenance which may result in a period our website may be unavailable;
- if you have chosen to store payment details with our third party payment processor and we deem it necessary to inform you that these details are expiring;

If you are accessing our website with a user account, you have entered into a contract with to provide associated services. This requires us to communicate with you for the purposes described in the previous section - so you cannot opt-out of these communications.

We will not communicate with you, nor use any information collected from this transaction for marketing purposes or any other reason outside of this contract.

If you have a user account related to a CONSUMER role on our website, we will e-mail you:

- if you enable the RECHARGE function we will notify you when the credit level on your meter reaches the limit close to when another payment will be taken.
- if you enable the NOTIFICATION function we will notify you when credit level on your meter reaches the requested level.

If you are accessing our website with a CONSUMER account, you have entered into a contract with to provide associated services. This requires us to communicate with you for the purposes described in the previous section - so you cannot opt-out of these communications.

We will not communicate with you, nor use any information collected from this transaction for marketing purposes or any other reason outside of this contract.

If you have a user account related to a OWNER role on our website, we will e-mail you:

- with the status and result of any payment transactions and associated credit deliveries that occur for any meters in your account (you CAN opt-out to these notifications by updating the preferences in your owner area);
- when any alarms or events occur for any meters in your account;

If you are accessing our website with a OWNER account, you have entered into a contract with to provide associated services. This requires us to communicate with you for the purposes described in the previous section - so you cannot opt-out of these communications unless otherwise stated.

We will not communicate with you, nor use any information collected from this transaction for marketing purposes or any other reason outside of this contract.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: compliance@meterix.com or write to:

METERIX LIMITED.
71-75 Shelton Street, Covent Garden
London, WC2H 9JQ

Alternatively, you can telephone 0844 745 8040.

You have the right to ask for a copy of the information we hold about you (we may charge £10 for information requests) to cover our costs in providing you with this data.

Security precautions in place to protect the loss, misuse or alteration of your information

Any information you submit to our website is protected using encryption over SSL. When you are on a secure page, a green padlock lock icon will appear in the software used to access our website.

If you send us any information by e-mail, it is transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We may also use your personal information to detect and reduce fraud and credit risk.

We do not analyse your personal information so that we can contact you with information relevant to you.

Use of 'cookies'

Like many other websites, the Meterix and MeterPay website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookies policy. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union (“EU”). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you’re agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2017