

## myolive.co.uk - PRIVACY POLICY

eSmartMetrics Limited ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of website and service use and product supply [LINK] and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting [www.mylive.co.uk](http://www.mylive.co.uk) you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is eSmartMetrics Limited of Carsington, Matlock, Derbyshire DE4 4DE.

### Information We May Collect From You

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our site [www.mylive.co.uk](http://www.mylive.co.uk) (**our site**), by corresponding with us by phone, e-mail or otherwise or by using our products and services, including our Smart Meter (our Services). This includes information you provide when you register to use our site or our services, search for a product, place an order on our site, enter a competition, promotion or survey, and when you report a problem with our site or our services.

The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph.

- **Information we collect about you.** With regard to each of your visits to our site we may automatically collect the following information:
  - technical information, including the Internet protocol (IP) address used to connect your device to the Internet, your device's IMEI number, the MAC address of your device's wireless network interface or its mobile number, mobile network information, operating system, browser type, time zone setting, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
  - information stored on your device, including contact and login information;
  - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.
- **[Location information.** We may also use GPS or other technology to determine your current location, as some of our location-enabled services may require your personal data for the feature to work. If you wish to use the particular feature, you will be asked to consent to your data being used for this purpose. You can withdraw your consent at any time by contacting us at [info@esmartmetrics.com](mailto:info@esmartmetrics.com)].
- **Information we receive from other sources.** We may receive information about you if you use any of the other websites we operate or the other services which we provide. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery

services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

## **Cookies**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them, please refer to our Cookie policy [LINK].

## **Uses Made of the Information**

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:
  - to carry out our obligations arising from any contracts entered into between you and us and to provide you with information relating to any products and services that you request from us;
  - to help run, and contact you about improving the way in which we run, any services and products which we have provided to you, provide now or may provide in the future (we may also contact you by e-mail or text message if you have given us these contact details);
  - to provide you with information about other products and services we offer that are similar to those that you have already purchased or enquired about;
  - to provide you, or permit selected third parties to provide you, with information about products or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about products and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data upon registration to use our services.
  - to notify you about changes to our services;
  - to ensure that content from our site and our services is presented in the most effective manner for you and for your computer or device.

Our products allow us to monitor the level of oil in your tank. We can use this information to contact you, as described above, if we think that you need to order more oil from us. We will not use this information to contact you about products and services that we or our partners offer unless you have given us permission to do so.

- **Information we collect about you.** We will use this information:
  - to administer our site and our services and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
  - to improve our site and our services to ensure that content is presented in the most effective manner for you and for your device;
  - to allow you to participate in interactive features of our site and our services, when you choose to do so;

- as part of our efforts to keep our site and our services safe and secure;
  - to measure or understand the effectiveness of advertising which we may serve to you and others, and to deliver relevant advertising to you;
  - to make suggestions and recommendations to you and other users of our site and/or our services about products or services that may interest you or them.
- **Information we receive from other sources.** We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

### **Disclosure of Your Information**

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you.
- Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.
- Credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If eSmartMetrics Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and supply [LINK] and other agreements; or to protect the rights, property, or safety of eSmartMetrics Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

### **Where We Store Your Personal Data**

The data that we collect from you will be stored on servers based in the EEA but may in the future as a result of any changes to our business or services, be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal

data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **Your Rights**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at [info@esmartmetrics.com](mailto:info@esmartmetrics.com).

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

### **Access to Information**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

### **Changes to Our Privacy Policy**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

### **Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [info@esmartmetrics.com](mailto:info@esmartmetrics.com)