

PRIVACY POLICY

INFORMATION IN GENERAL:

Bord Gáis Energy's privacy & cookie policy applies to anyone who visits our websites. It explains how we may collect data from you when you visit one of our websites and how we use that information. Please take the time to carefully read this privacy & cookie policy before using our websites.

At Bord Gáis Energy we want our online services to be useful, reliable and easy to use. When you visit our websites we may use cookies to help us deliver useful functionality, improve our websites and provide relevant advertising.

WHAT ARE COOKIES AND HOW DO WE USE THEM?

A cookie is a small piece of data sent from a website and stored in your web browser while you are browsing a website. There are four different types of cookies used on our websites.

STRICTLY NECESSARY COOKIES

Strictly necessary cookies are essential in order to enable you to navigate around our websites and use its features. Without these cookies, we would be unable to provide certain features.

[Here are some examples of how we use these cookies:](#)

- Enable you to login to your online account to view your online bill.
- To pay your bill securely online.

FUNCTIONALITY COOKIES

Functionality cookies allow our websites to remember choices you have made and help to provide an enhanced, more personal experience on our websites.

[Here are some examples of how we use these cookies:](#)

- Facilitate login to our websites via Facebook Connect.
- Allow a visitor to watch a video.
- Enable a visitor to add comments to a forum.
- Allow a visitor to share content on our websites on social networks.

PERFORMANCE COOKIES

We use performance cookies to help us improve our websites and online services. These cookies gather information about how our sites are used, including which pages visitors go to most often. These cookies are anonymous - they don't collect information that identifies a visitor.

They also allow us to test new pages and evaluate their effectiveness, making sure we deliver the most relevant information to you and helping us to improve your experience on our websites.

[Here are some examples of how we use these cookies:](#)

- Set video streaming speeds that are compatible with your browser.
- Provide statistics on website usage.
- Help us improve the website by identifying patterns and errors.

ADVERTISING COOKIES

Advertising cookies are used to help us compile web statistics on an advertising campaign. They can also be used to deliver more relevant advertisements. These cookies are anonymous - they don't collect information that identifies a visitor.

Here are some examples of how we use these cookies:

- Help measure the effectiveness of an advertising campaign.
- Limit the number of times you see an advertisement.

A guide to behavioural advertising and online privacy has been compiled by the internet advertising industry and can be found at www.youronlinechoices.eu

HOW TO MANAGE YOUR COOKIES:

If you no longer wish to receive cookies, you can always disable cookies through your browser settings; the Help function within your browser should tell you how.

You can set your browser to notify you when cookies are active, or you may choose not to accept cookies at all. In addition, you can delete cookies that have already been set.

Bord Gáis Energy will assume that you agree to the placement of cookies on your device unless you specifically choose not to receive our cookies, in which case we cannot guarantee that your experience will be as fulfilling as it would otherwise be.

Bord Gáis Energy uses Google Analytics to collect information about how visitors use our websites. The cookies used by this product collect information in an anonymous form. If you wish to opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

INFORMATION RELATING TO YOU:

If you fill out a form on our websites requesting information from or providing feedback to Bord Gáis Energy, we ask that you provide, amongst other things, your name, an email address and your postal address.

The type of information Bord Gáis Energy collects is clearly set out on the applicable online form on our websites. We require these details to better understand the needs of visitors to our websites. This enables us to provide you with information promptly regarding the products and services which you may request from Bord Gáis Energy from time to time.

The following applies to any information you provide to Bord Gáis Energy:

- You authorise Bord Gáis Energy to use, store, process and disclose such information to the extent necessary to provide you with information regarding Bord Gáis Energy products and services.
- You will ensure that the information you provide is accurate and complete.
- Unless specifically informed otherwise in connection with the products and services provided by Bord Gáis Energy, we will not release any of the information you provide to third parties.

DISCLOSURE:

We will keep your information confidential except where disclosure is required or permitted by law.

Generally we will only use your information within Bord Gáis Energy. However, sometimes we use third parties to process your information on our behalf. Bord Gáis Energy requires these third parties to comply with its instructions and we require that they do not use your personal information for their own business purposes, unless you have explicitly consented to the use of your personal information in this way.

RIGHT OF ACCESS:

You have the right to ask for a copy of your personal data. Bord Gáis Energy is entitled to charge a nominal administration fee for this. If you wish to avail of this right, you should submit a written request to:

Bord Gáis Energy - Data Protection Officer, P.O. Box 10943, Dublin 1.

In order to protect your privacy, you may also be asked to provide suitable proof of identification. If any of your details are incorrect please let us know and we will amend them.

RIGHT OF RECTIFICATION OR ERASURE:

If you would like any of your personal information corrected, if inaccurate, or removed from our files, you can request this to be carried out by emailing us at: info@bordGáis.ie. Please note, however, that if we delete your personal information it may not be possible for us to fully enable you to access all information regarding our products or services which you may request.

LINKS:

Where applicable, our websites may provide links to other websites. Privacy policies on these websites may differ from that on this website, and we advise that you review the other website's policies before providing personal information. While every care has been taken to ensure the high quality and standard of websites to which we link, Bord Gáis Energy takes no responsibility for the content of those websites and is not responsible for their data protection policies.

SECURITY:

Bord Gáis Energy has taken all commercially reasonable steps to ensure the security of your communications with our websites. Information held by our websites is stored on password-protected machines, behind a firewall and not accessible to the general public via the internet. However, the confidentiality and privacy of data passing over the internet or by email cannot be guaranteed.

REVISIONS TO PRIVACY POLICY

Bord Gáis Energy may revise this privacy policy from time to time. Changes to this privacy policy will be posted here so you should periodically check this page to review the most recent policy.

If you have any questions about this privacy statement, the practices of this website, or your dealings with this website, you can contact: Bord Gáis Energy - Data Protection Officer, P.O. Box 10943, Dublin 1.