

SSE Airtricity Privacy Notice



We are the SSE Airtricity Retail business, part of the SSE Group. We use your information as further explained in this Privacy Notice. The specific businesses outlined below are the “data controller” of the information you provide to us.

SSE as Data Controllers

When we refer to “SSE”, “we”, “us”, and “our”, we mean any of those data controllers, as appropriate. By “you” or “your” we mean any individual, sole trader and/or partnership that receives services from us, uses our website or otherwise interacts with the SSE Airtricity Retail business.

Please read this notice carefully as it provides important information about how we handle your personal information and the steps you can take to control it.

If you have any questions, comments or concerns about any aspect of this notice, please contact us using the details set out in section 9.

SSE Airtricity Limited

Company Name: SSE Airtricity Limited

Company Number: 317386

Address: Red Oak South, South County Business Park, Leopardstown, Dublin 18, D18 W688

SSE Airtricity Energy Supply (NI) Limited

Company Name: SSE Airtricity Energy Supply (NI) Limited

Company Number: NI041956

Address: Millennium House, 25 Great Victoria Street, Belfast, Northern Ireland, BT2 7AQ

SSE Airtricity Gas Supply (NI) Limited

Company Name: SSE Airtricity Gas Supply (NI) Limited

Company Number: NI032810

Address: Millennium House, 25 Great Victoria Street, Belfast, Northern Ireland, BT2 7AQ

SSE Airtricity Energy Services Limited

Company Name: SSE Airtricity Energy Services Limited

Company Number: 476708

Address: SSE Airtricity, Red Oak South, South County Business Park, Leopardstown, Dublin 18, D18 W688

1. Personal Information we collect about you

The personal information we collect, store and use about you have been grouped together as:

Types of Collected Data

- 1. Identity data:** Information which can identify an individual, including but not limited to first name, last name, any previous names, username or similar identifier, marital status, title, date of birth, gender, photographs, voice recordings, images, video footage, CCTV footage.
- 2. Contact data:** address, phone number, email address, billing address, social media handle and profile.
- 3. Financial data:** bank account, credit history, grant application details.
- 4. Transaction data:** details about payments to and from you, details of products and services you have purchased or use, information about other third-party suppliers' electricity and/or gas accounts held by you.
- 5. Technical data:** internet protocol (IP) address, login data (username and passwords), browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, device ID and other technology on the devices used to access websites and/or apps, approximate geolocation.
- 6. Profile data:** purchases or orders made by a data subject, data subject's interests, feedback and survey responses.
- 7. Usage data:** information about how a data subject interacts with and uses our websites, products and services.
- 8. Marketing and communications data:** preferences for receiving marketing from us and/or related/selected third parties and your communication preferences.
- 9. Special category data:** Personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership; genetic data; biometric data (where used for identification purposes); data concerning health; data concerning a person's sex life; and data concerning a person's sexual orientation.
- 10. Suspected or actual criminal data:** Fraud or theft of energy, meter tampering, convictions, fines, details of incidents, records, any investigation carried out in relation to an allegation or suspicion.
- 11. Customer account data:** supply address, consumption/energy usage, smart meter data, meter point

administration number (MPAN), Meter or Gas Point Reference Number (GPRN (ROI) or MPRN (UK), SMPN (NI)), property ownership/rental and occupation, off-supply notifications, new connection requests, secondary contact details, billing preferences, priority service registration code and code expiry date, car manufacturer and model data.

2. What we do with your personal information

We set out below the purposes for which we will process your personal information, together with the associated lawful basis relied upon for this purpose. If you don't provide us with that personal information, you may not be able to access certain products and/or services.

You as our customer or as a potential customer

1. To register you as a new customer or switch your energy supply (which may include receiving information relating to outstanding debt on your account in line with relevant market guidelines and meter readings and equipment).
Data used: Identity Data, Contact Data, Financial Data, Transaction Data
Lawful basis: Performance of a contract with you
2. To identify and contact you.
Data used: Identity Data, Contact Data
Lawful basis: Legitimate interests
3. To undertake initial and ongoing credit checks, where appropriate, in order to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts, and prevent criminal activity (including exchanging information about you with Credit Reference Agencies on an ongoing basis, including about your settled accounts and any debts not fully repaid on time. For more information on Credit Reference Agencies, see section 4 below "Sharing your information").
Data used: Identity Data, Contact Data, Financial Data, Transaction Data
Lawful basis: Performance of a contract with you
4. Processing and delivering orders e.g. to facilitate energy supply.
Data used: Identity Data, Contact Data, Financial Data, Transaction Data, Marketing and Communications Data, Customer Account Data
Lawful basis: Performance of a contract with you
5. To register you with and provide you the benefit of being registered on the Priority Services and/or Special Services Registers.
Data used: Identity Data, Contact Data, Special Category Data
Lawful basis: Explicit Consent where processing is necessary for reasons of substantial public interest under:
ROI: Section 51 of the Irish Data Protection Act & CRU Code of Practice for Vulnerable Customers; and Section 4(1) of S.I. No. 463/2011 – European Communities (Internal Market in Electricity and Gas) (Consumer Protection) Regulations of 2011.
UK: Paragraph 18 to Part 2 of Schedule 1, UK Data Protection Act 2018, Recognised Legitimate Interests under article 6(1)(ea) protecting adults and children at risk.
6. To ensure your welfare and the welfare of others in your household e.g. to ensure continuation of supply or to respond appropriately during a major incident or event. To do this, your personal data will be shared with the network operators.
Data used: Identity Data, Contact Data, Special Category Data
Lawful basis: Consent; and where processing is necessary for reasons of substantial public interest under:
ROI: Where regulations made authorise the processing of personal data for reasons of substantial public interest under section 51 of the Data Protection Act 2018; CRU Code of Practice for Vulnerable Customers; and Section 4(1) of S.I. No. 463/2011 – European Communities (Internal Market in Electricity and Gas) (Consumer Protection) Regulations of 2011.
UK: Safeguarding children and individuals at risk under paragraph 18 to Part 2 of Schedule 1, UK Data Protection Act 2018, Recognised Legitimate Interests under article 6(1)(ea) protecting adults and children at risk, and responding to emergencies under civil contingencies.
7. To make reasonable adjustments to the information you receive from us (e.g. providing this in large print or braille) or to ensure that we meet your needs when attending an SSE event.
Data used: Identity Data, Contact Data
Lawful basis: Consent, Legal Obligation
ROI: The Equal Status Acts 2000–2018
UK: The Equality Act 2010
Data used: Special Category Data

Lawful basis: Explicit Consent

8. To respond to any enquiries or requests that you make to us including where you use our interactive chat functionality, AVA. For more information on the use of Artificial Intelligence in SSE, please see below.
Data used: Identity Data, Contact Data, Customer Account Data, Transaction Data
Lawful basis: Legal obligation — CRU Code of Practice on Complaints Handling; Legitimate Interests, UK only: Recognised Legitimate Interests under article 6(1)(ea) protecting adults and children at risk.
Data used: Special Category Data
Lawful basis: Where processing is necessary for reasons of substantial public interest under:
ROI: Where regulations made authorise the processing of personal data for reasons of substantial public interest under section 51 of the Data Protection Act 2018; CRU Code of Practice for Vulnerable Customers; and Section 4(1) of S.I. No. 463/2011 — European Communities (Internal Market in Electricity and Gas) (Consumer Protection) Regulations of 2011.
UK: Safeguarding children and individuals at risk under paragraph 18 to Part 2 of Schedule 1, UK Data Protection Act 2018.
9. To enable you to login into your manage-my-account portal/app or any other website, portal or app relating to a service that we provide to you.
Data used: Identity Data, Contact Data, Technical Data
Lawful basis: Legitimate Interest
10. To create a single view of the customer where you have multiple accounts with us.
Data used: Identity Data, Contact Data, Transaction Data, Financial Data, Customer Account Data, Technical Data, Marketing and Communications Data
Lawful basis: Legitimate interest
11. In order to recover debt owed to us by you.
Data used: Identity Data, Contact Data, Transaction Data, Financial Data, Customer Account Data
Lawful basis: Performance of a contract with you; Legitimate interest
12. To offer and deliver competitions, discounts and prize draws.
Data used: Identity Data, Contact Data, Marketing and Communications Data, Customer Account Data
Lawful basis: Legitimate interest
13. To track where you have received and opened messages that we may send to you by embedding tracking pixels into email communications. You can choose to turn off tracking pixels through your browser settings. For more information see 'A guide to blocking email tracking pixels — Privacy International'.
Data used: Identity Data, Contact Data, Technical Data
Lawful basis: Legitimate interest

Communications and Marketing

1. To let you know about changes or updates to your service or product or to issue you with administrative messages.
Data used: Identity Data, Contact Data, Customer Account Data
Lawful basis: Legitimate Interests
2. To conduct market research.
Data used: Identity Data, Contact Data, Customer Account Data
Lawful basis: Legitimate Interests
3. To deliver relevant marketing content and advertisements to you from us, other companies within the SSE Group and/or our selected third-party partners, as notified to you from time to time, including: Activ8, Eddy Emerging Control, MyEnergi.
Data used: Identity Data, Contact Data, Transaction Data, Marketing and Communications Data, Customer Account Data
Lawful basis: Consent
4. To show you digital advertisements via your social media newsfeed, on search engine result pages or on other websites.
Data used: Technical Data
Lawful basis: Legitimate interests
5. To profile your data, in order to provide you with marketing and offers that are relevant to you. If you opt-out of profiling, we may still analyse your data for marketing purposes, but any output resulting from that analysis will not be used to market to you.
Data used: Identity Data, Contact Data, Marketing and Communications Data, Technical Data, Transaction Data, Profile Data, Customer Account Data
Lawful basis: Legitimate interests

Running our Businesses

1. To run, grow and develop our business, including to help us plan our marketing activities and to conduct market research and business development, and to develop customer insights.
Data used: Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Profile Data, Usage Data, Marketing and Communications Data, Special Category Data, Customer Account Data
Lawful basis: Legitimate interests
2. For intra-group administrative purposes such as ensuring consistent delivery of our services to our customers or where other parts of the SSE Group provide services to SSE Airtricity businesses e.g. finance or marketing support.
Data used: Financial Data, Usage Data
Lawful basis: Legitimate Interest
3. To enable corporate reporting, business administration, to manage our business, to secure our facilities, and to identify and implement efficiencies and other business-related improvements.
Data used: Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Profile Data, Usage Data, Marketing and Communications Data, Customer Account Data
Lawful basis: Legitimate interests, UK only: Recognised Legitimate Interests under article 6(1)(ea) protecting adults and children at risk, and responding to emergencies under civil contingencies.
Data used: Special Category Data
Lawful basis: Explicit Consent; or where processing is necessary for reasons of substantial public interest under:
ROI: Where regulations made authorise the processing of personal data for reasons of substantial public interest under section 51 of the Data Protection Act 2018; and CRU Code of Practice for Vulnerable Customers.
UK: Safeguarding children and individuals at risk under paragraph 18 to Part 2 of Schedule 1, UK Data Protection Act 2018.
4. Training our staff and improving our products and services.
Data used: Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Profile Data, Usage Data, Marketing and Communications Data, Suspected/Actual Criminal Data, Customer Account Data
Lawful basis: Legitimate Interests
Data used: Special Category Data
Lawful basis: Explicit Consent where processing is necessary for reasons of substantial public interest under:
ROI: Where regulations made authorise the processing of personal data for reasons of substantial public interest under section 51 of the Data Protection Act 2018; and CRU Code of Practice for Vulnerable Customers.
UK: Processing is necessary for equality of opportunity or treatment, under paragraph 8 to Part 2 of Schedule 1, UK Data Protection Act 2018.
5. Analyse website and data usage for improvements, along with securing our network and information systems
Data used: Profile Data, Technical Data
Lawful basis: Legitimate interests
6. To ensure the health and safety of our staff and members of the public.
Data used: Identity Data
Lawful basis: Legitimate interests, UK only: Recognised Legitimate Interests under article 6(1)(ea) protecting adults and children at risk and responding to emergencies under civil contingencies.
Data used: Special Category Data
Lawful basis: Substantial Public Interest, where processing is necessary for reasons of substantial public interest under:
ROI: Where regulations made authorise the processing of personal data for reasons of substantial public interest under section 51 of the Data Protection Act 2018.
UK: Safeguarding children and individuals at risk under paragraph 18 to Part 2 of Schedule 1, UK Data Protection Act 2018.
7. To comply with any regulatory conditions, procedures and laws applicable to our business.
Data used: Identity Data, Contact Data, Financial Data, Transaction Data, Customer Account Data
Lawful basis: Legitimate interests; Legal Obligation – Statutory Supply Licence
Northern Ireland – Gas Act 1986 Standard conditions of gas supply licence; Electricity Act 1989 Standard conditions of electricity supply licence.
8. To establish, exercise or defend our legal rights, including where we reasonably consider it is in our (or others') legitimate interests.
Data used: Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Profile Data, Usage Data, Marketing and Communications Data, Customer Account Data
Lawful basis: Legitimate interests
Data used: Special Category Data, Suspected/Actual Criminal Data
Lawful basis: Processing is necessary for the establishment, exercise or defence of legal claims; Article 10 for the processing of criminal offence data. Supplementary basis:

ROI: Section 47 of the Irish Data Protection Act 2018.

UK: Processing is necessary for the purposes of taking legal advice or in connection with legal proceedings or establishing, exercising or defending legal claims under paragraph 33 to Part 3 of Schedule 1 of the UK Data Protection Act 2018.

9. Where we sell, merge, or perform any internal re-organisations in relation to any of our (or any third party's) business or assets.

Data used: Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Profile Data, Usage Data, Marketing and Communications Data, Customer Account Data

Lawful basis: Legitimate interests

Data used: Special Category Data

Lawful basis: Where processing is necessary for reasons of substantial public interest under:

ROI: Where regulations made authorise the processing of personal data for reasons of substantial public interest under section 51 of the Data Protection Act 2018; CRU Code of Practice for Vulnerable Customers; and Section 4(1) of S.I. No. 463/2011 — European Communities (Internal Market in Electricity and Gas) (Consumer Protection) Regulations of 2011.

UK: Paragraph 18 to Part 2 of Schedule 1, UK Data Protection Act 2018.

Data used: Suspected/Actual Criminal Data

Lawful basis: Article 10 for the processing of criminal offence data, specifically under:

ROI: Section 47 of the Irish Data Protection Act 2018.

UK: Processing is necessary for the purposes of taking legal advice or in connection with legal proceedings or establishing, exercising or defending legal claims under paragraph 33 to Part 3 of Schedule 1 of the UK Data Protection Act 2018.

Using Artificial Intelligence in our Business

SSE uses Artificial Intelligence (AI) to help us better meet our business needs. The AI tools we use are not trained using your personal information but do need to use some of your personal information in order to operate at their best.

Airtricity AI Virtual Assistant

The Airtricity AI Virtual Assistant (AVA) chat functionality is trained using publicly available data and information (not personal information) from within our business to enable the AI within AVA to interpret your enquiries and give you a response. These might be general enquiries or questions about your account.

Points to note:

- You can use AVA to give a response to general enquiries without the need to share any of your personal information.

- If you are a registered Airtricity account holder, AVA can provide limited account information such as account balance or next bill date. To ensure that AVA is giving you the right information for your account, you are asked for your account number and your phone number. This information is then matched with the information held in our customer database. Personal information is processed only during your chat session and is not used by the AI (AVA) in any other way.

AI Call Transcription

We will use AI to convert your call recordings into transcriptions which will be used by us to conduct analysis of customer interactions.

Interaction Analytics

To enhance service quality and improve customer experience, we use AI technologies to analyse interactions with our customers including call transcriptions, and digital communications. We analyse these interactions to spot trends and improve how we serve all our customers. Your personal information is not used to train AI models.

3. Sources of your information

We will receive your personal information from the following sources: directly from you; from a member of your household or the account holder; and from third party sources.

Types of third party sources

- Other energy suppliers — where you are joining SSE from another supplier;
- Network Operators — including when you ask to switch your account to us;
- Credit reference or fraud prevention agencies;
- Debt collection agencies;
- Third party data providers, who may provide us with information, including aggregated geo-demographic and lifestyle data, and combine this with account information to conduct statistical analysis;
- Councils, local authorities or housing associations;
- Letting agents, landlords, cohabitants or previous tenants — if you have recently moved into a rental property that we supply energy to or if that third party introduces you to SSE;
- CRU (Commission for Regulation of Utilities) in the Republic of Ireland and UR (Utility Regulator) in Northern Ireland;
- Law enforcement agencies (such as An Garda Síochána and the PSNI);
- SSE Group companies; and
- Third party introducers (such as price comparison websites).

4. Sharing your Personal Information

We will share your personal information with various categories of third parties, set out below.

Third party categories

1. Our third-party suppliers, partners and sub-contractors that provide, review and/or receive services for and on our behalf. This includes: payment processors; marketing support (e.g. third parties who serve advertising on their platforms on our behalf: Amazon, Viant, Facebook and Google Adwords); suppliers of technical, support and installation services; insurers; legal advisers; auditors; logistics providers; security providers; cloud services providers and via API integrators; research agencies; other energy suppliers where they carry out meter readings on our behalf; and if you are entitled to claim government funding for energy efficiency measures: installers, energy performance assessors and sales advisers.
2. Other group companies in the SSE Group.
3. Authorised third parties or named account holders in addition to you; or where appropriate, family members or cohabitants, previous tenants, landlords, or letting agents who/which may require information about you or your premises, or who introduced you to SSE.
4. Government or law enforcement agencies/officials or fraud prevention agencies or regulators (e.g. CRU or UR), where we are under a duty to disclose your information to comply with any legal obligation or regulatory purpose, including as may be required to meet national security or law enforcement requirements or prevent illegal activity or to prove that you qualify for relevant government funded schemes.
5. Other energy suppliers, if you choose to leave us, to assist the switching process, including energy usage and any debts on the account.
6. Relevant gas transporters, metering agents or network operators.
7. Debt collection and tracing agents.
8. Credit reference agencies — where you are a Home Energy customer in Northern Ireland and/or a Business Energy customer in Northern Ireland and/or the Republic of Ireland (where it is necessary to credit check your business). CRAs will also share your information with other organisations. The identities of the CRAs, and the ways in which they use and share personal information, are explained in more detail at www.experian.co.uk/crain/index.html. The use of credit reference agencies is not in use for domestic Electricity/Gas (Home Energy) customers in the Republic of Ireland.

5. International Data Transfers outside the EEA/UK

Your personal data may be transferred to or processed in a country which is outside your resident country (this includes outside of the United Kingdom and European Economic Area ("EEA")). This may include transfers to other companies within the SSE group, and to third parties.

Safeguard measures

We take organisational, contractual, and legal measures to ensure that adequate levels of protection have been implemented to safeguard your personal data, such as:

- Where the country has been granted an adequacy decision by the European Commission and/or the Information

Commissioner in the UK. This means that the destination country provides an adequate level of protection which is equivalent to that applied in the UK and the EEA.

- Putting in place a contract where the third party receiving the personal data incorporates the Standard Contractual Clauses ("SCCs") which have been issued by the European Commission (in relation to transfers of European residents' personal data) and the UK addendum to the SCCs which has been issued by the ICO (in relation to transfers of UK residents' personal data); this means the third party who receives the personal data must protect it to the same standards set out in the GDPR.
- Where an appropriate derogation as set out in Article 49 of the GDPR applies; or
- Where the EU-US Data Privacy Framework and/or the UK Extension to the EU-US Data Privacy Framework arrangements apply.

6. How long we hold your personal information

We keep your personal information for no longer than is necessary for the purposes for which the personal information is processed. The length of time we retain it depends on the purposes for which we use it and/or as required to comply with applicable laws and to establish, exercise or defend our legal rights.

Limited time periods

This means that some of your personal information will be kept for a short time e.g. we may keep copies of correspondence and complaints for up to three years following resolution. Other information may be kept for a longer period, e.g. we keep your contact details for a period of up to seven years after your account has settled (but for a shorter period if that is possible), and where you have participated in a marketing campaign your unconverted lead will be kept for 12 months.

7. Changes to this Privacy Notice

We may update our privacy notice from time to time. Any changes we make to our privacy notice in the future will be posted on the SSE Airtricity website and, where appropriate, notified to you by post or email.

8. Your rights

A list of your rights regarding your personal information is outlined below.

Know your rights

1. **Right to be informed:** You have the right to be provided with clear, transparent, and easily understandable information about how we use your personal data and your rights. This is why we are providing you with the information in this Privacy Notice.
2. **Right of access:** You have the right to obtain access to your personal data (if we are processing it) and certain other information (similar to that provided in this Privacy Notice). This is so you are aware and can check that we are using your personal data in accordance with data protection law. If you have an SSE Airtricity online account, you can review the personal data associated with this account by logging in to your online account. To request access to any other personal data that we hold about you, not available on your online account, please complete the Subject Access Request form for Personal Data.
3. **Right to rectification:** You are entitled to have your personal data corrected if it is inaccurate or incomplete.
4. **Right to erasure:** Also known as 'the right to be forgotten' and, in simple terms, enables you to request the deletion or removal of your personal data where there is no compelling reason for us to keep it. This is not a general right to erasure; there are exceptions.
5. **Right to restrict processing:** You have rights to 'block' or suppress further use of your personal data in certain circumstances. When processing is restricted, we can still store your personal data, but may not use it further.
6. **Right to data portability:** You have the right to obtain and reuse your personal data in a structured, commonly used, and machine-readable format in certain circumstances. In addition, where certain conditions apply, you have the right to have such information transferred directly to a third party.
7. **Right to object to processing:** You have the right to object to certain types of processing in certain circumstances. In particular, the right to object to the processing of your personal data based on our legitimate interests or on public interest grounds; the right to object to processing for direct marketing purposes (including profiling); and the right to object to the use of your personal data for scientific or historical research purposes or statistical purposes in certain circumstances.
8. **Right to withdraw consent:** If you have given your consent to anything we do with your personal data, you have

the right to withdraw your consent at any time (although if you do so, it does not mean that anything we have done with your personal data with your consent up to that point is unlawful). This includes your right to withdraw consent to us using your personal data for direct marketing.

9. **Right not to be subjected to automated decision-making:** You have the right not to be subjected to a decision that is solely based on automated processing, including profiling, resulting in legal consequences or similar significant impact.

For more information on your rights or if you would like to exercise any of your rights, you are welcome to get in touch using the details in the "Contacting Us" section below. We may ask you to provide us with information necessary to confirm your identity before responding.

We will consider all those requests. However, certain personal information may be exempt from those requests in certain circumstances, which may include needing to keep processing your personal information for our legitimate interests or to comply with a legal obligation. If an exemption applies, we will tell you this when responding to your request.

9. Contacting Us

If you would like to contact us in relation to your rights or if you are unhappy with how we've handled your information, you may contact us using the details below.

Ways to contact us

Email: irelanddataprotection@sse.com

Letter to:

Republic of Ireland

Data Protection Specialist
SSE Airtricity
Red Oak South
South County Business Park
Leopardstown
Dublin 18, D18 W688

Northern Ireland

Data Protection Specialist
SSE Airtricity
25 Great Victoria Street
Belfast, BT2 7AQ

If you would like to contact our Data Protection Officer, you may do so using the following details:

Group Data Protection Officer

Email: GroupDPO@sse.com

Address: Data Protection Officer, No. 1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH

For data subjects in the Republic of Ireland:

If you are not satisfied with our response to any complaint or believe our processing of your information does not comply with data protection law, you can make a complaint to the relevant Data Protection Office:

Data Protection Commissioner — Dublin Office

6 Pembroke Row
Dublin 2, D02 X963
Ireland

Data Protection Commissioner — Portarlinton Office

Canal House
Station Road

Portarlinton, R32 AP23
Co. Laois
Website: <https://forms.dataprotection.ie/contact>

For data subjects in the UK:

If you are not satisfied with our response to any complaint or believe our processing of your information does not comply with data protection law, we would first ask you to contact the Data Protection Officer using the details set out above. If, after receiving the Data Protection Officer's response, you feel your data protection complaint has not been addressed, you can make a complaint to the Information Commissioner's Office (ICO) by following this link <https://ico.org.uk/make-a-complaint/data-protection-complaints/> or writing to the following address:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF
Telephone number: 0303 123 1113
Website: www.ico.org.uk.

If you smell gas — contact Gas Networks Ireland immediately on 1800 20 50 50 (24 hours).