

# Smart and AMR Data Guide

## What do we do with your data?

We use the data from your electricity or gas Smart/AMR meter to produce accurate bills. If anything changes about the way we handle or use your data, we will inform you.

## What data do we take?

Your Smart meter sends us readings to show how much electricity or gas you have consumed.

Your AMR Data Collector dials into your meter and collects your consumption data and sends it to us securely via a data flow.

## When and how do we take data?

You can choose to have data collected every 30 minutes, daily or monthly.

If you haven't provided a preference for how frequently we collect your data, we default to monthly data collections.

If you have a Half Hourly (HH) meter, your data is collected every 30 minutes.

If you wish to make a change, please contact our Customer Service team by email at [customerservice@engie.com](mailto:customerservice@engie.com) or call us on 0800 130 3600 (Opening hours: Monday to Thursday 10:00 - 17:00, Friday 09:30 - 16:30).

Please see your contract Terms and Conditions for more information about how we use your data.

## How long do you keep my data for?

We only have access to your data for the period of time that you are on our supply.

## How secure is my data?

A limited number of specifically trained staff have access to your data for essential reasons. This may be shared with third parties for the provision of services, and not for marketing.

## Can I access my data?

Yes, you can request a copy of your data at any time. If you wish to do so, please contact our Customer Service team by email at [customerservice@engie.com](mailto:customerservice@engie.com) or call us on 0800 130 3600.

## What are my rights in relation to data?

This [link](#) from Energy UK, an independent organisation providing advice and support to the energy industry, provides further details.

