

**Terms and Conditions of Supply
Under the Heating Services Agreement
(Schedule 9 to the Lease)**

1 DEFINITIONS

The meanings and explanations of words that are printed in bold in this **contract** are as follows:

abortive call-out charge

The charge **you** will have to pay for an **abortive visit**.

abortive visit

When **you** do not let our appointed contractor into **your home** at a time that **we** pre-arranged with **you**.

annual maintenance

The annual servicing of the **HIU** arranged by **our managing agent** the cost of which is paid by **you**.

back-bill

A 'catch-up' **heat bill** sent to **you** by **us** when **you** have not been correctly charged for the **heat supply** that **you** have used.

billing agent

The agent engaged by **us** to administer the billing for **heat services**.

billing information

Means the information **we** are required to provide **you** under the Heat Network (Metering and Billing) Regulations 2014 (as amended) and the Heat Network (Market Framework) (Great Britain) Regulations 2026.

charges

This is the Heating Services Payment set out in Schedule 9 to the Lease. These are the charges included which **you** must pay **us** on demand:

- the **heat charges** set out in the **heat bill**;
- any reasonable and proper **disconnection charges, reconnection charges, abortive call-out charges** and **debt-processing charges**; and
- any charge applied by the **billing agent** to produce an additional **heat bill** that **you** have requested outside the normal billing cycle; and
- any other amounts **we** are entitled to charge under Schedule 9 to the Lease and under this **contract**.

contract

The legal contract between **you** and **us**, made up of the preceding page, these **terms and conditions of supply** and any schedules referred to in them.

communal heating system

The heating network pipes, heat generation equipment and machinery used to provide the **heat supply** to **your home's heating system**, and the **heat meter** shall constitute part of the communal heating system. For the avoidance of doubt, although the HIU is connected to and serves the **heat network**, it does not form part of the **communal heating system**, and **you** are responsible for the **HIU**.

debt-processing charge

The charge **you** must pay to cover our costs of recovering overdue charges.

development

Emerald House, 15 Lansdowne Road, Croydon.

disconnection charge

The charge for disconnecting the **heat supply** to **your home** under clause 7.

emergency

An incident caused by or affecting the **communal heating system** which is causing or likely to cause a serious risk of personal injury or serious damage to property and/or loss of heating and hot water to multiple residences.

heat bill

A bill containing a summary of **charges** issued at regular intervals in accordance with Clause 4.

heat certificate

The Recharge Tariff Statement issued by **our** billing agent which details the calculations of the **standing charge** and **variable charge** for the supply of heat to **your home**.

heat charges

the **standing charge** and the **variable charge**.

heat meter

The meter that is inside the **HIU** to measure the amount of **heat supply** used by **your home's heating system**. **We** are responsible for operating, repairing and replacing the **meter** when appropriate.

heat network

The **communal heating system** and the **home's heating system**.

heat supply

The supply of hot water produced by the **communal heating system** and delivered to the **HIU** within **your home** for the purposes of providing heating and hot water to **your home**.

HIU

The unit in **your home** that transfers heat supplied from the **communal heating system** to **your home's heating system**.

home's heating system

The heating system inside **your home**, including all pipes, radiators, hot-water cylinders, thermostats, timers and other relevant apparatus including the **HIU** (but not including the **heat meter**) which **you** are responsible for.

law

any reference to **law** includes:

- any relevant act, regulation, guidance, direction or determination which **we** must follow; and
- any relevant judgement of an English or Welsh court.

managing agent

Our agents from time to time appointed to manage the development.

optimisation

Means steps taken to optimise the performance of the **heat network** with a view to maximise energy efficiency, reduce costs and reduce wear and tear on plant and machinery.

reconnection charge

Our charge for reconnecting the **heat supply** to **your home** after **we** have disconnected it under Clause 7.

standing charge

A charge which covers **our billing agent** costs, the gas supplier's standing charges, and some of **our** costs of running and maintaining the **communal heating system**, which makes a **heat supply** available for **you** to use.

supply start date

Means the date on which **you** (or anyone in **your home**) starts using the **heat supply**.

terms and conditions of supply

These terms and conditions which set out matters relating to the **heat supply** and **your** obligations to pay for the **heat supply**.

variable charge

The charge **you** pay for each unit of **heat supply you** have used. (A unit is equal to one kilowatt hour of energy.)

your home

Means the property to be provided with the **heat supply** being the flat owned by **you** at the **development**.

In addition, for the purposes of applicable legislation the following information/definitions will apply:

The “**Heat Network Operator**” is Emerald House RTM Company Limited.

The “**Heat Network Supplier**” is Emerald House RTM Company Limited.

The “**Consumer**” is **you**, the leaseholder.

An “**Occupier**” is a person lawfully resident in **your home**.

The “**Priority Services Register**” is the record which **we** maintain of **consumers** or **occupiers** who have requested or been identified and agreed to be on the Register due to their personal circumstances or being in a **vulnerable situation**.

A “**vulnerable situation**” is where the personal circumstances and characteristics of the **occupier** or **consumer** creates a situation where they are:

- significantly less able than a typical Domestic Consumer to protect or represent their interests; and/or
- significantly more likely than a typical Domestic Consumer to suffer detriment or that detriment is likely to be more substantial.

2 PROVIDING THE HEAT SUPPLY TO YOU

- 2.1 The **development** containing **your home** has been designed for heating to be provided exclusively through the **communal heating system**.
- 2.2 **We** will provide the **heat supply** to **your home's heating system**, and **you** must pay for the **heat supply**, as set out in this **contract**.
- 2.3 This **contract** shall start on the **supply start date** and shall end if **you** cancel the **contract** or if **we** end the **contract** in the ways described under clause 11.
- 2.4 Although **we** will take reasonable steps within our own control to make the **heat supply** available to **you** at all times (24 hours a day, every day of the year) during the term of this **contract**, **we** cannot guarantee that the **heat supply** to **your home** will never be interrupted, whether as a result of unplanned breakdowns or planned shutdown. **We** are reliant upon the nature and condition of the **communal heating system** which was installed and commissioned by the developer and was not **our** responsibility until 2021, and on third parties to maintain the **communal heating system**.
- 2.5 In certain circumstances **we** may need to interrupt or restrict the **heat supply**, for example:
 - to avoid danger to any person or property;
 - if it is against the **law** to continue providing the **heat supply**; or
 - to carry out maintenance on the **communal heating system** or service the **HIU**;
 - **you** fail to pay **our charges**.

Please note that in respect of the heat supply **we** are reliant upon third party contractors and their availability over which we have no control.

3 CHARGES FOR HEATING

- 3.1 The **heat charges** are set out in the **heat certificate**.
- 3.2 **We** will review the **heat certificate** no more than twice a year. The new **heat charges** will then apply until the next review.

- 3.3 If **you** are entitled to a refund, **we** will make the refund in a way **we** agree with **you**. If **you** receive a refund you are not entitled to, **you** must pay it back when **we** ask **you** to.

4 YOUR BILL

- 4.1 **Our billing agent** will email **you** a **heat bill** each month.

- 4.2 **Your heat bill** will set out the following.

- (a) The total **you** need to pay that month.
- (b) The period the **heat bill** is for.
- (c) The **standing charge**.
- (d) The amount of the **variable charge**, based on:
 - the amount of **heat supply** used by **your home's heating system** in the previous month, as measured by the **heat meter** inside the **HIU** or based on **our** reasonable estimate (see Clause 6.3; and
 - the price per kWh of **heat supply**
- (e) Any applicable value added tax.
- (f) Any amount **we** add to recover underpayments or overdue **charges** in accordance with Clause 5.
- (g) Any reasonable and proper costs or charges arising from loss or damage **we** suffer that **you** are responsible for under this **contract**.
- (h) Any other costs or charges due under this **contract**.
- (i) The balance of **your** account.

- 4.3 Where **your heat bill** is based on an estimate of the **heat supply** **you** have used, **we** will make any necessary adjustments after the next accurate **heat meter** reading and **your** actual consumption is determined. This may be shown as a credit or a debit on the **heat bill** **you** receive after the **heat meter** reading.

- 4.4 **We** may need to change the date **we** issue **your heat bill** or how often **we** send them. If **we** do this, **we** will tell **you** beforehand.

- 4.5 Where **we** have undercharged **you** for the **heat supply** **you** use, **we** may issue a **back-bill**. **We** will not issue a **back-bill** for charges which were incurred more than 18 months prior to the date of the **back-bill** unless we have previously served you with a notice of our intention to do so.

If **you** think there is anything wrong with **your bill** please contact **our billing agent** straight away who will work with **you** to resolve the issue.

5 PAYING FOR YOUR HEAT SUPPLY

Your responsibility for making payments

- 5.1 **You** will be responsible for paying the **heat charges** until **you** or **we** cancel this **contract** under clause 11.

- 5.2 **You** will also still be responsible for paying the **heat charges** if:

- (a) **you** no longer own **your home** (unless you have cancelled the contract under clause 11 or a new owner has signed a **contract**), or
- (b) someone at **your home** uses the **heat supply** without **your** permission; or
- (c) **you** do not use any of the **heat supply** (in this case **you** will still have to pay the **standing charge**).

- 5.3 **You** will still have to pay **heat charges** if the **heat supply** to **your home's heating system** is interrupted or unavailable.

- 5.4 **You** are encouraged to pay all **heat charges** by direct debit.

- 5.5 If **you** have set up a direct debit the **billing agent** will take the amount shown on **your** statement direct from **your** bank account each month. The amount taken via direct debit will vary each month depending on the amount of **heat supply** **you** use. **You** are likely to pay more in winter when **you** use more energy and less in the summer.

- 5.6 If **you** choose not to set up a direct debit or your direct debit is cancelled or returned or

otherwise fails, **you** must pay the amount shown on **your** statement by BACS transfer.

6 METER READINGS

- 6.1 **Your heat bill** will show the amount of **heat supply you** have used, which our **billing agent** will record from **your heat meter** with **our** automated meter-reading system. Where possible **your heat meter** will be read remotely every month without requiring access to **your home**. However, if for any reason it is not possible to read **your heat meter** remotely, **you** will where possible be provided with the means to give **your** own reading(s).
- 6.2 If **your heat meter** has been unable to be read because of a fault in the automated meter-reading system; **you** have not been able to give **your** own readings, or **we** have reason to believe that **your heat meter** is not reading correctly, **you** will still be sent a **heat bill** and **you** must pay the amount charged on the basis of **our** reasonable estimate of the amount of **heat supply you** have used.
- 6.3 **Our** reasonable estimates will be based on the current **standing charge** and **variable charge** and either:
- (a) **your** pattern of energy use in the past; or
 - (b) the **heat supply you** are likely to use given the size of **your home** and comparison readings from other properties.
- 6.4 If **you** think that the **heat meter** in **your home** is not working correctly, **you** must tell the **managing agent** as soon as possible in order that it can be checked. The **charges you** will continue to pay will be based on **our** reasonable estimates until **we** have been able to put right any problems.
- 6.5 If **you** ask **us** to check **your heat meter** and **we** find that it is reading accurately, **you** may have to pay **our** reasonable costs of checking the **heat meter**.
- 6.6 **We** may also ask to check **your heat meter** at any time if **we** believe that it is not reading accurately. **You** will not have to pay any costs if **we** ask to check **your heat meter** unless **you** have damaged it.

7 FAILING TO PAY

- 7.1 If **you** do not pay **our charges for heating**, **we** will refer **you** to debt collection.
- 7.2 Subject to relevant statutory legislation **we** may disconnect **your heat supply** if **you** do not pay **our charges for heating**. **We** will charge you a **disconnection charge**. **We** will cease **your heat supply** until **you** pay **our charges** in accordance with this **contract**.
- 7.3 **We** will charge **you** a **debt-processing charge** to cover **our** reasonable costs of sending **your** reminder letters and taking action to collect the overdue **charges**.

8 RECONNECTING YOUR SUPPLY

- 8.1 Where **we** have disconnected **your heat supply** for non-payment, **we** will make the **heat supply** available to **you** again if **you** have paid **us** all **charges** and amounts **you** owe **us**, the **disconnection charge**, **reconnection charge** and **debt-processing charge**.
- 8.2 If **you** are disconnected, **we** may be unable to reconnect **you** immediately after receiving **your** payment as **we** are reliant upon the availability of third-party contractors to make the reconnection over which **we** have no control.

9 OPERATING AND MAINTAINING EQUIPMENT

Our responsibility

- 9.1 **We** are responsible for routinely inspecting, maintaining, **optimising** the **heat network**, repairing and replacing (if necessary) the **communal heating system** and the **heat meter**.
- 9.2 If **you** report a problem with **your heat meter**, **we** will use all reasonable efforts to arrange a contractor to attend **your home** and repair the problem. However, if a part is needed to repair the fault, and that part is not available at the time the contractor comes to **your home**, **we** will arrange a future visit at an agreed time once the part needed is available.
- 9.3 **We** are not responsible for **your home's heating system** (which includes the **HIU**).
- 9.4 **We** will however arrange the annual maintenance of the **HIU** to be carried out because its

operation is essential to the efficient running of the **communal heating system**. **We** may also arrange additional **optimisation** visits if it is determined that your **HIU** is adversely affecting the efficiency of the **heat network**. These costs will be charged back to **you**, together with any repairs or replacements required. Repairs of the **HIU** at any other time must be arranged by **you** at your expense but using only one of **our** authorised contractors.

Access at the scheduled attendance time

9.5 Where **we** need to undertake routine inspections, maintenance, **optimisation** investigations, repairs or replacement, **we** will give **you** at least 48 hours' notice of any such visit. **You** must provide **us** with access to **your home** on the scheduled day.

9.6 Where **you** report a problem with **your heat meter**, **you** must provide **us** with access to **your home** on the scheduled day.

Your responsibility

9.7 Apart from the annual **HIU** maintenance and any **optimisation** visits as provided in clause 9.4, **you** must make sure that **your home's heating system** (including the **HIU**) is maintained, repaired and, where necessary, replaced. **You** shall notify **us** of any proposed significant change to **your home's heating system** (including the **HIU**) or anything else that could affect the **communal heating system** or require alterations to **your home's heating system** (including the **HIU**) or its connection with the **communal heating system** or impact on the **heat supply**.

9.8 **We** are not liable for the cost of replacement or repairs of any part of **your home's heating system**, or for any failure of or problems with **your home's heating system**.

9.9 If **you** have a problem with your heating and hot water, **you** should arrange at your own expense for **your home's heating system** (including the **HIU**) to be inspected and repaired by an authorised contractor. Contact the **managing agent** to obtain a list of authorised contractors. **We** will not take any action unless and until it is proved to **our** satisfaction that the heating and hot water problem inside **your home** is caused by a problem with the **heat supply**.

9.10 If the state of **your home's heating system** (including the **HIU**) is causing problems, or **we** believe that it is likely to cause problems, to the **communal heating system**, **we** may arrange an **optimisation** visit (see 9.4). If **we** require **you** to repair or replace **your home's heating system** (including the **HIU**) and no action is taken **we** may suspend the **heat supply** until **you** repair or replace **your home's heating system** (including the **HIU**) to the standard reasonably required by **us**.

9.11 **You** must not (and must not allow any other person living with or visiting **your home** to):

- (a) tamper with or damage the **communal heating system** or the **heat meter** (including, for example, through vandalism, misuse or interference);
- (b) misuse **your home's heating system** (including the **HIU**) so that it causes any damage to the **communal heating system** or the **heat meter**;
- (c) damage, interrupt, discontinue or reduce the operation of the **communal heating system** or the **heat meter** by any work that **you** do to **your home's heating system** (including the **HIU**)
- (d) damage, interrupt, discontinue or reduce the operation of the **communal heating system** or the **heat meter** by failing to maintain or repair **your home's heating system** (including the **HIU**).

If **you** do so or allow any other person living with or visiting **your home** to do so, **you** must pay **our** costs of undertaking any necessary repairs, replacements or maintenance of the **communal heating system** arising from such damage.

9.12 **You** must tell **us** immediately if **you** know or believe that:

- (a) any part of the **communal heating system** or the **heat meter** is damaged or destroyed;
or
- (b) anyone other than **us** or **our** approved contractors has interfered with or removed the **heat meter** or the **HIU**.

9.13 **We** will not carry out any repairs or maintenance in **your home** if **we** have good reason to believe that there is a health-and-safety risk, including the risk from dangerous materials, infestations or harassment to **our** contractors (including any verbal or physical abuse or threat of physical abuse).

9.14 **You** can ask **us** to disconnect **your heat supply** temporarily, for instance while building work is

going on, upon payment of the **disconnection charge** and **reconnection charge**.

10 ACCESS, EMERGENCIES AND PLANNED MAINTENANCE

- 10.1 **You** must give **us** and **our** contractors safe access to **your home**, at all reasonable times, for the purposes of:
- (a) inspecting, repairing, replacing, installing, removing, testing, maintaining, or carrying out other activities relating to the **heat meter**.
 - (b) the annual maintenance of the **HIU**;
 - (c) any **optimisation** visits;
 - (d) disconnecting the **heat supply** to **your home's heating system** in the circumstances allowed under this **contract**;
 - (e) in an **emergency**, or to mitigate any danger **we** reasonably believe exists to people or property in relation to the **communal heating system**.
- 10.2 Except in an **emergency** or where **we** reasonably believe there is a danger to people or a danger to property, or where **we** are required by **law**, or this **contract** obliges **us** to obtain access sooner, **we** will give **you** at least 48 hours' notice before **we** need access to **your home**.
- 10.3 If **we** agree and confirm a time with **you** for **our** contractor to visit **your home** for any purpose relating to this **contract**, and **you** do not give **our** contractors access at the agreed time an **abortive visit** will have occurred.
- 10.4 Where an **abortive visit** has occurred, you will have to pay **us** an **abortive call-out charge** for each subsequent visit and any direct and reasonable additional costs that **we** incur in carrying out any necessary work without access to **your home**.
- 10.5 If **we** cannot get access to **your home** when arranged with **you**, or as **we** are otherwise entitled under this **contract**, and this prevents **us** from fixing any **optimisation**, interruption or reduction in **your heat supply**, **we** will not be obliged to provide **you** with a heat supply until **you** have provided **us** with access to **your home** to allow **us** to fix the problem.

11 ENDING THIS CONTRACT

Your right to end this contract

- 11.1 **You** may end this **contract** if **you** sell **your home** by giving **us** at least two (2) working days notice, by emailing the **managing agent** and the **billing agent**.
- 11.2 If **you** sell **your home**, **you** must give the **managing agent** and the **billing agent** a forwarding address so that **you** can be contacted about any amounts that **you** may be owed or any **charges** that **you** may owe. Even after ending this **contract**, **you** still have to pay all **charges** that **you** owe. **You** must send to the **billing agent** a final meter reading on the date this **contract** ends and the **billing agent** will provide **you** with a final **bill** as soon as practicable.
- 11.3 If **you** sell your home, **you** must tell the buyer to contact the **managing agent** and the **billing agent** at least two (2) working days before moving in to register with the billing agent and arrange the signing of a heating services agreement to ensure that the **heat supply** is available immediately upon occupation.
- 11.4 If **you** fail to give such notice that **you** have stopped owning **your home** you will be liable for all charges until the end of the second working day after **you** have notified the **managing agent** and the **billing agent** that **you** have stopped owning **your home**, or the date on which any other person begins to own the premises and takes a **heat supply**, if earlier.

Our right to end this contract

- 11.5 **We** can end this **contract**, without any liability to **you** by providing **you** with fourteen (14) days written notice if:
- (a) Circumstances beyond our control mean that **we** cannot provide **your heat supply** under this **contract**.
 - (b) **Our right to use the communal heating system** and make the **heat supply** available to **your home** ends or is terminated.

12 CONSEQUENCES OF ENDING THIS CONTRACT

- 12.1 **You** must pay all relevant **charges** up to the date this **contract** ends. After this **contract** ends,

you will still be liable for **your** previous breaches of this **contract** (for example, non-payment).

13 EVENTS BEYOND OUR OR YOUR CONTROL

13.1 Neither **you** nor **we** will be liable for failing to comply with the obligations set out under this **contract** as a result of any of the following events or situations:

- (a) strikes or other industrial action;
- (b) severe weather;
- (c) **us** not being able to get into **your home** to fix a fault;
- (d) circumstances which would cause **us** to break the **law**;
- (e) an event covered by Part 2 of the Civil Contingencies Act, 2004 (war, terrorism, threat to national security and so on);
- (f) epidemic or pandemic;
- (g) failure of the **communal heating system** plant and machinery, leakage or other circumstances beyond **our** control, including gas and electricity supplies to the **communal heating system** serving the development being interrupted due to circumstances beyond **our** control.

14 LETTING OUT YOUR HOME

14.1 If **you** let out **your home**, **you** will remain liable under this **contract** for all **charges** for **heat supply** to **your home**.

14.2 **You** must notify **us** if any occupier of **your home** is in a **vulnerable situation**.

15 COMPLAINTS

You can make a complaint by contacting the **billing agent** by email, telephone or post. Please provide your name, flat number, details of the issue (e.g. billing, service interruption) and what you would like the billing agent to do to resolve it (e.g., repair, billing adjustment, apology). If the billing agent is unable to resolve your complaint they will refer it to the RTM directors.

The **billing agent** will acknowledge your complaint within 3 working days.

The **billing agent** will investigate your concerns and aim to provide a full response within 4 weeks. If the investigation takes longer, they will contact **you** to explain why and provide an updated expected resolution date.

If **you** are dissatisfied with the **billing agent's** final response, or if the **billing agent** has not resolved your complaint within eight weeks of you first reporting it, you have the right to take your complaint to the Energy Ombudsman (this service is free, fair, and independent).

Energy Ombudsman: <https://www.energyombudsman.org/raise-dispute>.

The **billing agent** provides additional support to **consumers** in **vulnerable situations**. If **you** need special assistance, please let them know when **you** make your complaint.

16 GENERAL

16.1 If **we** need to send **you** any notices under this **contract**, **we** will send them to **your** email address, or **your** address for service within England and Wales. **You** can update **your** address for service within England and Wales at any time by contacting the **managing agent**. **We** will consider notices sent by email to have been received by **you** within 24 hours of sending. **We** will consider notices sent by post to have been received by **you** within three (3) working days. If **we** deliver notices by hand, **we** will consider them to have been received by **you** when **we** deliver them.

16.2 If **we** ever do not enforce, or delay in enforcing, any right **we** have under this **contract**, this will not prevent **us** from enforcing **our** rights in the future. For example, if **we** do not immediately take action to collect **charges** that **you** owe **us**, this will not prevent **us** from taking action in the future.

16.3 If more than one person is named on the account, then each account holder is responsible for payment of the **charges** and **we** are entitled to claim unpaid **charges** due to **us** from one or all of the account holders, provided that **we** may not recover more than **we** are owed under this **contract**.

16.4 This **contract** includes everything agreed between **you** and **us** and replaces any previous

contract, whether in writing or not. **You** and **we** have not relied on anything that is not included in this **contract**.

- 16.5 Nobody other than **you** and **us** has any rights under this **contract**. The Contracts (Rights of Third Parties) Act 1999 is excluded.
- 16.6 Each of the terms and condition of this **contract** is separate. If a court or other authority finds that **you** or **we** cannot rely on a certain clause, the other clauses of this **contract** will still apply.
- 16.7 Ending this **contract** will not affect any clause which is intended to apply after the end of this **contract**.
- 16.8 **We** may (acting reasonably and fairly) change this **contract**. For example, **we** may need to change it to comply with a new **law** or regulation that applies to **our** services, or because the conditions under which **we** are allowed to provide a **heat supply** to **your home** have changed. **We** will give **you** at least thirty (30) days' written notice of the change.
- 16.9 This **contract** is governed by and will be interpreted in accordance with the **laws** of England and Wales, and both **you** and **we** agree to accept the exclusive jurisdiction and decisions of the English courts.

PRIVACY NOTICE

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Email: emerald.house.rtm@gmail.com

What information we collect, use, and why

We collect or use the following information:

- Name
- Contact information
- Communication preferences
- Other details relevant to the supply of heating services or billing
- Any information provided for the purposes of the priority services register or other vulnerability requests

Lawful bases

Our lawful bases for collecting or using personal information are:

- Legal obligation
- Vital interests

Where we get personal information from

- You directly
- Your letting agent

How long we keep information

We will keep the information for as long as you are a leaseholder at Emerald House.

Who we share information with

Others we share personal information with

- Professional or legal advisors
- Our managing agent
- Our billing agent and their third-party contractors
- Other contractors we use to supply the heating services
- Relevant regulatory authorities
- Organisations we are legally obliged to share personal information with

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal data.
- Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

- Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice. If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>