

Electricity Central Online Enquiry Service

Privacy Policy v1.0

The Electricity Central Online Enquiry Service (“**ECOES**”) is operated by the MRA Service Company Limited (“**MRASCo**”, “**we**”, “**us**”) of 8 Fenchurch Place, London EC3M 4AJ. For an explanation of other terms used, please see the defined terms section of this policy.

This privacy policy sets out the basis on which we will process information, including personal data, you provide to us or that we collect for the purposes of carrying out duties and functions on behalf of the parties to the Master Registration Agreement (“**MRA**”) in accordance with the provisions set out under the MRA, and other lawful purposes in accordance with the Data Protection Act.

Please read the following carefully to understand our views and practices regarding information we collect and how we will treat it.

Meterpoint Information

Meterpoint Information is provided by MRA parties in accordance with the provisions of the MRA, the latest version of which is accessible at <http://www.mrasco.com/mra-products/master-registration-agreement>.

ECOES enables the use of Meterpoint Information in accordance with the permitted uses set out in the MRA, and any ECOES Access Agreement between MRASCo and a named person. A named person may be an individual or a corporate entity.

By accessing ECOES, users agree to comply with all terms of use as set out in the MRA and all terms of use contained in any relevant ECOES Access Agreement as amended from time to time.

Information about ECOES User Personnel (“User Information”)

Access to ECOES is limited to individuals who have been provided with an individual user account, either by us or by the organisation that they are accessing ECOES on behalf of (“**ECOES User Personnel**”, “**you**”).

For ECOES User Personnel who access ECOES via the dedicated website, we will collect:

- information you, or your organisation, provides when your individual user account is created, or when you report a problem with ECOES or otherwise correspond or communicate with us;
- technical information, including your Internet Protocol (IP) address, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and
- information about your visit to and use of ECOES, including the full Uniform Resource Locators (URL) clickstream to, through and from the service (including date and time); 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.

We may use User Information, in the following ways:

- to provide you with access to and use of ECOES;

Administered by

- for internal operations including data analysis, audit management, testing, research, reporting, statistical and survey purposes and to keep ECOES safe and secure;
- to improve ECOES and notify you about changes to ECOES or our Central Administration Service; and
- to ensure that content from ECOES is presented in the most effective manner for you and for your computer.

Disclosure of Information

We will make Meterpoint Information available to Authorised ECOES Users in accordance with their terms of use for the service, but we will not otherwise share Meterpoint Information or User Information with any third party except:

- where we are under a legal, regulatory or professional obligation to disclose this information, such as for the detection or prevention of fraud or any other criminal offence, or in order to protect our contractual or other rights, property, or safety or those of others;
- where we, or substantially all of our assets, are merged or acquired by a third party, in which case this information may form part of the transferred or merged assets; or
- where we are using a third party service provider to provide services that involve data processing.

Storage of Information

ECOES, and all Meterpoint Information and User Information it holds, is kept within the European Economic Area and any Meterpoint Information and User Information that constitute personal data is protected by the Data Protection Act. Transfer of information or data held within ECOES to any location outside the European Economic Area is not permitted.

Links to Third Party Websites

ECOES may contain links to third party websites. If you follow a link to any third party website, please be aware that these websites have their own privacy policy and that we do not accept any responsibility or liability for their policies. Please check these policies before you submit any personal data to these websites.

Changes to Our Policy

This policy may be amended by us at any time. Any updated version of this policy will be published on the MRASCo website at www.mrasco.com.

Please check this page periodically to inform yourself of any changes.

Contact

By activating a user account with ECOES or by providing any personal information to us offline (for example, where you write to us) you are accepting and consenting to the practices described in this policy.

If you have any questions, need further information about our privacy policy or practices, or would like to let us know that your details require updating, please contact us at MRASHelpdesk@Gemserv.com.

Definitions used in this policy

Authorised ECOES User	means an organisation who is authorised to access ECOES data in accordance with the MRA and any relevant ECOES Access Agreement
Central Administration Service	means the service established by, and operated on behalf of MRASCo to provide support to users of ECOES.
Data Protection Act	means the Data Protection Act 1998, and any statutory instrument that has effect under that Act, all as amended from time to time.
ECOES Access Agreement or ECOES	means an agreement between MRASCo and any person that sets out conditions, rights and obligations in relation that persons access to ECOES.
ECOES User Personnel	means those individuals granted access to ECOES by or on behalf of Enabled ECOES Users, and for whom the Enabled ECOES User has compliance responsibility.
Electricity Online Enquiry Service	means the service established by electricity distribution businesses to provide a single reference source for Meterpoint Information and other purposes in accordance with the provisions of the MRA.
Enabled ECOES User	means an Authorised ECOES User who has had their access to ECOES activated in accordance with the MRA
European Economic Area	provides for the free movement of persons, goods, services and capital between its member states.
Internet Protocol	means the set of rules governing the format of data sent over the Internet.
Master Registration Agreement or MRA	means the Agreement of that name, including any subsidiary documentation, as published on the MRASCo website and updated from time to time.
Meterpoint Information	means information held in ECOES that relates to Metering Points (as defined in the MRA) and associated data.
Uniform Resource Locators	means the standardised naming convention for addressing documents accessible over the Internet.
User Information	means information about any ECOES User Personnel