

Terms and Conditions

**in relation to Consumers' use of
FLEX Community Portal**

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS PORTAL

What's in these terms?

These terms tell you the rules for using the FLEX Community portal (“FLEX Community Portal”) of Stemy Energy, as a consumer.

Who We are and how to contact Us

Who we are. FLEX Community is a collaboration between Stemy Energy and Bath & West Community Energy, BWCE, (“We” and “Us”) whose aim is to test new, innovative approaches to reduce carbon emissions in the home. Stemy Energy is registered in Spain, Av Brasil 20, 28020, Madrid and BWCE is registered in the UK, The Guild, High Street, Bath, BA1 5EB, Company Registration No: IP030960).

Your access to the service provided by us is through the FLEX Community Portal www.stemyenergy.co.uk.

To contact us, please email hello@stemyenergy.co.uk or call us on 07922 925251.

The FLEX Community

The FLEX Community Portal allows consumers to have an active participation in the electricity sector to help to reduce carbon emissions and be energy efficient while providing electricity flexibility to the grid, which is achieved by the ability of the consumer to change the electricity consumption in real time to electricity system requests, in order to avoid congestion or synchronize RES (renewable energy sources) generation with consumption.

The FLEX Community Portal provides an online portal which helps you chose the most suitable energy plan to unlock your flexibility, improve your energy efficiency, adopt

renewable generation and select the most suitable equipment/appliances for your home, by signing up to specific plans ("Plans").

Registering on FLEX Community Portal

To be able to access the FLEX Community Portal and to become part of the FLEX Community, you should register at <https://www.stemyenergy.co.uk/signup/>

Once registered, you will be able to apply for various Plans accessible via the FLEX Community Portal.

Leaving the FLEX Community Portal

You will be able to leave the FLEX Community Portal at any time by notifying Us in writing at goodbye@stemyenergy.co.uk. In the event that you leave within the first 12 months of joining you will not be entitled to receive the FLEX payment.

By using the FLEX Community Portal you accept these terms

By using the FLEX Community Portal, you confirm that you accept these terms of use and that you agree to comply with them.

If you do not agree to these terms, you must not use the FLEX Community Portal.

We recommend that you print a copy of these terms for future reference. However, you will receive a copy by email and they will always be accessible via the FLEX Community Portal.

There are other terms that may apply to you

These terms of use refer to the following additional terms, which also apply to your use of the FLEX Community Portal:

- You can find our Privacy Policy below. See further under How We may use your personal information.

You will also be required to accept further terms and conditions relating to the Plan that is applicable to you.

How We may contact you. If We have to contact you We will do so by telephone or by writing to you at the email address or postal address you provided to Us.

"Writing" includes emails. When We use the words "writing" or "written" in these terms, this includes emails.

We may make changes to these terms

We amend these terms from time to time. We will send you an email to notify you of the changes to these terms, prompting you to accept these amended terms. However, if you do not expressly accept these amended terms when prompted, your continued use of the FLEX Community Portal will be deemed an acceptance of these amended terms. In any case, every time you wish to use the FLEX Community Portal, please check these terms to ensure you understand the terms that apply at that time.

We may make changes to the FLEX Community Portal

We may update and change the FLEX Community Portal from time to time to reflect changes to the Plans or services, the users' needs and Stemy Energy and/or BWCE's business priorities.

We may suspend or withdraw the FLEX Community Portal

The Portal is made available free of charge.

We do not guarantee that the FLEX Community Portal, or any content on it, including the Plans, will always be available or be the same or uninterrupted. Whilst We will always strive to ensure that the content of the FLEX Community Portal and its operations remain uninterrupted, We will have the option to make changes to any of the Plans and We may also suspend or withdraw or restrict the availability of all or any part of the FLEX Community Portal for business and operational reasons, or where such actions are required for the purposes of the FLEX Community Portal maintenance or are caused by online viruses or bugs. We will try to give you reasonable notice of any suspension or withdrawal.

You are also responsible for ensuring that all persons who access the FLEX Community Portal using your signing in details are aware of these terms of use and other applicable terms and conditions, and that they comply with them.

We may transfer this agreement to someone else

We may transfer the rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and We will ensure that the transfer will not affect your rights under the contract.

You must keep your account details safe

If you choose, or you are provided with, a user identification code, password or any other piece of information as part of the security procedures, you must treat such information as confidential. You must not disclose it to any third party other than members within your household whom have access in accordance with these terms.

We have the right to disable any user identification code or password, whether chosen by you or allocated by Us, at any time, if in Stemy Energy's or BWCE's reasonable opinion you have failed to comply with any of the provisions of these terms of use.

If you know or suspect that anyone other than you knows your user identification code or password, you must promptly notify Stemy Energy at help@stemyenergy.co.uk.

How you may use material on the FLEX Community Portal

We are the owner or the licensee of all intellectual property rights in the FLEX Community Portal, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from the FLEX Community Portal for your personal use and you may draw the attention of others within your organisation and/or household to content posted on the FLEX Community Portal.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

The status (and that of any identified contributors) as the authors of content on the FLEX Community Portal must always be acknowledged.

You must not use any part of the content on the FLEX Community Portal for commercial purposes without obtaining a licence to do so from Us.

If you print off, copy or download any part of the FLEX Community Portal in breach of these terms of use, your right to use the FLEX Community Portal will cease immediately and you must, at Stemy Energy's or BWCE's option, return or destroy any copies of the materials you have made.

Information on the FLEX Community Portal

Although We make reasonable efforts to update the information on the FLEX Community Portal, We make no representations, warranties or guarantees, whether express or implied, that the content on the FLEX Community Portal is accurate, complete or up to date.

We are not responsible for websites We link to

Where the FLEX Community Portal contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by Us of those linked websites or information you may obtain from them.

We have no control over the contents of those sites or resources.

Stemy Energy and BWCE responsibility for loss or damage suffered by you

- We do not exclude or limit in any way Stemy Energy's or BWCE's liability to you where it would be unlawful to do so.
- As a consumer user you agree not to use the FLEX Community Portal for any commercial or business purposes, and We have no liability to you for any loss of profit, indirect or consequential loss, loss of business, business interruption, or loss of business opportunity.

How We may use your personal information

We will only use your personal information as set out in the Privacy Policy (you can find it below).

We are not responsible for viruses and you must not introduce them

We do not guarantee that the FLEX Community Portal will be secure or free from bugs or viruses.

You are responsible for configuring your information technology, computer programmes and platform to access the FLEX Community Portal. You should use your own virus protection software.

You must not misuse the FLEX Community Portal by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful. You must not attempt to gain unauthorised access to the FLEX Community Portal, the server on which the FLEX Community Portal is stored or any server, computer or database connected to the FLEX Community Portal. You must not attack the FLEX Community Portal via a denial-of-service attack or a distributed denial-of-service attack. We will report any such breach to the relevant law enforcement authorities and We will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use the FLEX Community Portal will cease immediately.

Rules about linking to the FLEX Community Portal

You may link to the Stemy Energy or BWCE home pages, provided you do so in a way that is fair and legal and does not damage the reputation of Stemy Energy or BWCE or take advantage of it.

You must not establish a link in such a way as to suggest any form of association, approval or endorsement on Stemy Energy's or BWCE's part where none exists.

You must not establish a link to the FLEX Community Portal in any website that is not owned by you.

The FLEX Community Portal must not be framed on any other portal, nor may you create a link to any part of the FLEX Community Portal other than the home page.

We reserve the right to withdraw linking permission without notice.

If you wish to link to or make any use of content on the FLEX Community Portal other than that set out above, please contact help@stemenergy.co.uk.

Which country's laws apply to any disputes?

This contract and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this contract or its subject matter or formation.

Stemy Energy Privacy Policy

Introduction

Welcome to Stemy Energy privacy policy.

Stemy Energy respects your privacy and is committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

By visiting our website www.stemyenergy.co.uk you are accepting and consenting to the practices described in this privacy policy, as well as any changes we may make to it from time to time.

Please also use the Glossary to understand the meaning of some of the terms used in this privacy policy.

1. Glossary

LAWFUL BASIS

Legitimate interest means the interest of our business in conducting and managing our business to enable us to give you the best service and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

Performance of contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal or regulatory obligation means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

Third Parties

- Service providers who provide IT and system administration services.
- Professional advisers, including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities who require reporting of processing activities in certain circumstances.

- Bath & West Community Energy, BWCE (“Energy Community” or “EC”). Responsible for the demo site in the FLEX COMMUNITY project.
- FLEX COMMUNITY partners, who are the companies that are participating in the FLEX COMMUNITY project.
- Companies in Stemy Energy Group

2. Important information and who we are

Purpose of this privacy policy

This privacy policy aims to give you information on how Stemy Energy collects and processes your personal data through your use of its website www.stemyenergy.co.uk. This website is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this privacy policy together with any other privacy policy or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy policy supplements the other policies and is not intended to override them.

Controller

Stemy Energy is the controller and responsible for your personal data (collectively referred to as "Company", "we", "us" or "our" in this privacy policy).

We have appointed a data protection officer (DPO) who is responsible for overseeing questions in relation to this privacy policy. If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact the DPO using the details set out below.

Contact details

Full name of legal entity: Stemy Energy

Registered office address: Av Brasil 30, 28020, Madrid, Spain

Name and title of DPO: Carlos Vereterra

Email address: dataprotection@stemyenergy.co.uk

Telephone number: +447761257270

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would,

however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Changes to the privacy policy and your duty to inform us of changes

We keep our privacy policy under regular review. Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

3. The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which includes:

- **Identity Data** includes your name.
- **Contact Data** includes your email address, phone number and your home address.
- **Behavioural Data** includes information about how you navigate in the ecosystem.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with our services). In this case, we may have to cancel a service you have with us but we will notify you if this is the case at the time.

4. How is your personal data collected?

We use different methods to collect data from and about you including through:

Direct interactions. You may give us your personal data by filling in online forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you enquire about our services or contact us or when you register on our website.

5. How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new client	(a) Identity (b) Contact	Performance of a contract with you
To manage our relationship with you which will includes notifying you about changes to our terms or privacy policy and to inform you about the FLEX COMMUNITY Plans and to	(a) Identity (b) Contact	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation

advise you on the most suitable FLEX COMMUNITY Plan for you		
To analyse the performance of the FLEX COMMUNITY project	(a) Identity (b) Contact (c) Behavioural	Necessary to evaluate the impact of the FLEX COMMUNITY project.
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation) (b) Necessary to comply with a legal obligation
To deliver relevant website content to you and to share your personal data with the Energy Community	(a) Identity (b) Contact	Necessary for our legitimate interests (to study how clients use our services, to develop them and to grow our business)

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible

with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please [contact us](#).

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Contacting you

As an essential part of provision of our services, we may contact you from time to time to:

- (i) obtain your valuable feedback, which would help us to develop our business and to provide you with more efficient services;
- (ii) deal with any problems which we may have in delivering our services; and
- (iii) inform you of any new FLEX COMMUNITY Plans or third party providers' plans.

By agreeing to the terms of this Privacy Policy and our Terms and Conditions you provide us with your express consent to contact you in relation to above.

Sharing your personal data with Third Parties

We may share your personal data with the following Third Parties:

- (i) **Energy Community** – Your personal data (name, address, contact details) will be shared with it to enable them to fulfil their supervision duties.
- (ii) **Companies in Stemy Energy Group** – your personal data may be shared with other Stemy Energy company for the purposes of support and maintenance activities.
- (iii) **Service providers** who provide IT and system administration services, **professional advisers**, including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services, **HM Revenue & Customs** – your personal data may also be shared with these third parties to enable us to provide you with services and to comply with our legal obligations.
- (iv) **FLEX COMMUNITY partners** to make audits and analysis of your data in order to estimate the impact of the FLEX COMMUNITY project.

By agreeing to the terms of this Privacy Policy, you provide us with your express consent to share your personal data with Third Parties, as necessary.

6. Cookies

We use the strictly necessary cookies that enable you to log into our website. They are session cookies, which will expire after the session is completed or you close your browser.

7. Disclosures of your personal data

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 5 above and also for the purposes set out in the section headed “Sharing your personal data with Third Parties” in paragraph 5 above.

- Third Parties as set out in the *Glossary*.
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

8. International transfers

Whenever we transfer your personal data out of the European Economic Area, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe.

9. Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any

suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

10. Data retention

How long will you use my personal data for?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means and the applicable legal, regulatory, tax, accounting or other requirements.

11. YOUR LEGAL RIGHTS

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy.
- Where our use of the data is unlawful but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

If you wish to exercise any of the rights set out above, please [contact us](#).