

| Purpose/Activity | Type of Data | Lawful Basis for Processing (including basis of legitimate interest) |
|--|---|--|
| To register you as a new customer | (a) Identity (b) Contact | (a) Performance of a contract with you |
| To process and deliver your order including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us | (a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications | (a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us) |
| To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey | (a) Identity (b) Contact (c) Profile (d) Marketing and Communications | (a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services) |
| To enable you to partake in a prize draw, competition or complete a survey | (a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications | (a) Performance of a contract with you (b) Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business)] |
| To administer and protect our business and our websites (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data) | (a) Identity (b) Contact (c) Technical | (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 or group restructuring exercise) (b) Necessary to comply with a legal obligation |
| To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you | (a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical | Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy) |

| Purpose/Activity | Type of Data | Lawful Basis for Processing (including basis of legitimate interest) |
|---|--|--|
| To use data analytics to improve our websites, products/services, marketing, customer relationships and experiences | (a) Technical (b) Usage | Necessary for our legitimate interests (to define types of customers for our products and services, to keep our websites updated and relevant, to develop our business and to inform our marketing strategy) |
| To make suggestions and recommendations to you about goods or services that may be of interest to you | (a) Identity (b) Contact (c) Technical (d) Usage (e) Profile | Necessary for our legitimate interests (to develop our products/services and grow our business) |
| To provide technical and safety support | (a) Identity (b) Contact (c) Account (d) Communications | (a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to ensure safe delivery and use of LPG and related services) |
| To maintain the safety and security of our systems and premises | (a) Technical (b) Security (c) Communications | Necessary for our legitimate interests (to ensure operational safety and prevent fraud or misuse) |
| To comply with legal obligations and respond to regulatory or law enforcement requests | (a) Identity (b) Contact (c) Transaction (d) Communications | Necessary to comply with a legal obligation |
| To facilitate customer use of self-service gas cylinder vending stations, including issuing e-receipts | (a) Email address (b) Transaction data | (a) Consent (email address provided voluntarily at point of purchase for receipt purposes) (b) Necessary for our legitimate interests |
| To use employee images in internal and/or external communications (e.g. intranet, newsletters, social media, website) | (a) Visual data (b) Biographical data (where applicable) | (a) Consent– provided voluntarily via signed consent form |