



Utopi, End User Privacy Notice (2023).

Personal Data: Information for End Users.

Utopi Ltd provides smart meters, environmental sensors and the software which allows its customers to engage in and encourage positive environmental and social engagement amongst residents and people who use their buildings.

Utopi Ltd provides this service to its customers and therefore acts a processor for the personal data that is gathered through these devices and used on behalf of its customers. You should refer to the privacy notice of the organisation who operates the building housing these devices in the first instance.

Utopi has contracts with all of its customers setting out the legal terms that allow it to process personal data including that it will only use the personal data as instructed by our customers and that we will keep it secure.

The information in this note is provided for our customers' end users so that they understand what Utopi is doing with the data as a processor and what rights they have. We have made this information available so that individuals can be easily informed and reassured about Utopi.

Utopi does act as a controller of the personal data for the limited purpose of anonymising it. You can find out more about this below.

Processor.

As a service provider and data processor Utopi only processes personal data on the instructions of its customers as detailed in the contract between Utopi and its customers. This contract includes provisions about keeping the information secure and we can confirm that your data will be held in the UK or the EU.

As a processor Utopi will not respond directly to requests made by end users to exercise their data subject rights but it will co-operate with its customers to ensure that requests can be dealt with by them.

Controller.

For a very limited time and scope, Utopi is the controller of personal data from its smart meters. This is only so that Utopi can anonymise the data so that it can no longer be linked to an identifiable individual. Utopi will then use the anonymised data of research and statistical analysis. This will allow Utopi to provide its customers with valuable insight into the ESG performance of their buildings. Anyone whose data is being processed in this way has the right to object to that processing.

To do so please contact Utopi on: hello@utopi.co.uk