Сс	okie banner Welcome
We	n (NGLCOLLIE

Our privacy policy

Cookies from EE and our partners can help our site work better for you by remembering your settings, improving social media features and personalising offers. Choose the type of cookies you're happy for us Accessing and updating how to use (you can change them anytime), or just accept.

We use your aformation

What kinds of personal

Accept

information do we collect and

how do we use it?

Learn more about cookies

Co ki<u>@sahietoyourrinvierbsation</u>work better for you

Certain types of cookie are essential to use our site. You can choose to disable some types of cookie, but Protecting your information this may reduce the services we can offer you. and how long we keep it

Striothy reassary and performance

These cookies let you use escential features like secure areas, shopping baskets and online billing. They also collect information a but how you use our website such as which pages you visit, and any errors you might experient

They **DANCT ha**ther any information about you that could be used for marketing or remember where you've been on the internet.

Functionaly policy

Cookies that help provide services and remember settings to improve your visit.

Accessing and updating how

Keeping these switched on means we can improve the support we give you when you're using our site.

Targeting

Cookie What kinds of personal ded by us and our partners, such as 'Like' and 'Share' buttons. Our partners provide information do in partners provide information do in partners provide in the contract of th

how do we use it?

Keeping these switched on means we can offer you all the services available on our site and tailor the offers we and our partners share with you.

Protecting you information and how long * . keep it

Yes, I accept

How to contact us and further details

More about cookies

Glossary



Welcome

We've updated our privacy policy to reflect the changes in data-protection laws.

Why do we have a privacy policy?

+



In a nutshell

Grey boxes like this summarise each section of the privacy policy.

We've also created a **short version** of the entire policy, so you can get all the facts at a glance.

> Your FAQs

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Our privacy policy

Please read the policy carefully as it applies to the products and services we provide you with (such as mobile, TV and broadband, passing your details on to the relevant insurance provider and helping to pay other organisations for digital goods or services), our apps and our websites. It applies to our consumer,

sole trader and partnership customers but doesn't apply to the information we hold about companies or organisations.

It also applies even if you're not one of our customers and you interact with us as part of running our business, such as by:

- using one of our products or services paid for by someone else
- taking part in a survey or trial
- entering a prize promotion;
- calling our helpdesk
- generally enquiring about our services

If you need to give us personal information about someone else in relation to our products and services, the privacy policy will also apply. And if we need the permission of the other person to use that information, we'll ask you to check they are OK with this.

Technology is a fast-changing area and can be complicated. We've included a **glossary** which explains the meaning of any technical terms we use.

What's not included? +
Who are we? -

At **EE**, we're part of a larger group of companies – the **BT Group**. Some other companies and parts of the BT Group have their own separate privacy policies. And they'll apply if you buy your product or service direct from them.

BT plc

Plusnet plc

BT MyDonate

Openreach

We review our privacy policy regularly. It was last updated on 17 May 2018. And we'll tell you if we change the policies, you can find out more in the 'How to contact us' section.



Section summary

This privacy policy applies to the products and services we provide you as our customer, but doesn't apply to companies and organisations that we work with.

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Accessing and updating how we use your information

You can access and update the information we hold about you using our <u>online form</u>. Once we've looked at your request, we'll let you know when you can expect to hear from us.

We'll always try to help you with your request but we can refuse if we believe doing so would have a negative effect on others or the law prevents us. And even though we have to complete your request free of charge, we are allowed to reject requests if

- they're repetitive
- you don't have the right to ask for the information
- or the requests made are excessive

If that's the case, we'll explain why we believe we don't have to fulfil the request.

Want to change your marketing preferences?	+
Want a copy of the information we hold about you?	+
Concerned about what we're doing with your personal information?	_

You can ask us to correct, complete, delete or stop using any personal information we hold about you by using our online form here.

If you're worried about how we send you marketing information, have a look at the section above on how to check or change those settings.

If you want us to stop using personal information we've collected via **cookies** on our website or apps, you should either change your cookie settings for your app or in your browser settings, <u>find</u> out more. In some cases, we might decide to keep information, even if you ask us not to. This could be for legal or regulatory reasons, so that we can keep providing our products and services, or for another legitimate reason. For example, we keep certain billing information to show we have charged you correctly. But we'll always tell you why we keep the information.

We aim to provide our products and services in a way that protects information and respects your request. Because of this, when you delete or change (or ask us to delete or change) your information from our systems, we might not do so straight away from our back-up systems or

copies on our active servers. And we may need to keep some information to fulfil your request (for example, keeping your email address to make sure it's not on our marketing list).

Where we can, we'll confirm any changes. For example, we'll check a change of address against the Postal Address File, or we might ask you to confirm it.

If we've asked for your permission to provide a service, you can withdraw that permission at any time. It'll take us up to 30 days to do that. And it only applies to how we use your personal information in the future, not what we've done in the past (for example, if we've run a credit check at the start of your contract).

Moving to another provider and want to take your personal information?



Section Summary

You have the right to access and update the personal information we hold about you. You can also choose when and how we communicate with you and can opt out of marketing messaging at any time.

+

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What kinds of personal information do we collect and how do we use it?

The **personal information** we collect depends on the products and services you have and how you use them. We've explained the different ways we use your personal information below.

To provide you with products and services	
Because it is in our interests as a business to use your information	+
To meet our legal and regulatory obligations	+

Section summary



We use your personal information in a number of ways, depending on the products and services you use. For instance, by knowing what EE services you use, we can know what support to provide you with. Your personal information also lets us detect and prevent crimes such as fraud.

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Sharing your information

Who do we share your personal information with, why and how? +
Using other service providers -

We use other providers to carry out services on our behalf or to help us provide services to you.

We also use them to:

- provide customer-service, marketing, infrastructure and information-technology services;
- personalise our service and make it work better;
- process payment transactions;
- carry out fraud and credit checks and collect debts;
- analyse and improve the information we hold (including about your interactions with our service); and
- run surveys

Where we use another organisation, we still control your personal information. And we have strict controls in place to make sure your information is properly protected.

Finally, the section above describes the situations in which your personal information is shared to other organisations, government bodies and law-enforcement agencies. When we share your information with other organisations we'll make sure it's protected, as far as is reasonably possible.

If we need to transfer your personal information to another organisation for processing in countries that aren't listed as 'adequate' by the European Commission, we'll only do so if we have model contracts or other appropriate safeguards (protection) in place.

If there's a change (or expected change) in who owns us or any of our assets, we might share personal information to the new (or prospective) owner. If we do, they'll have to keep it confidential.

For more details, or if you'd like a copy of our binding corporate rules or other information about a specific transfer of your personal information, get in touch with using the contact details found in the 'How to contact us and further details' section below. The fraud prevention section above provides details on transfers fraud prevention agencies may carry out.

The countries we disclose personal information to

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Section summary

We share your personal information with other companies within the BT Group, all of which provide the same high level of security and protection. When sharing outside of the BT Group, we make sure that it is protected as far as reasonably possible.

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Protecting your information and how long we keep it

How do we protect your personal information? +

How long do we keep your personal information? +



Section summary

Your personal information is protected by strict security measures and only kept for certain amounts of time depending on individual circumstances.

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How to contact us and further details

Got a question about how we use your information?	+
How will we tell you about changes to the policy?	+

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Glossary

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We have included a description of how the technical terms we use are generally interpreted:

- Aggregated data means grouped information, for example the total number of calls made in a month or total number of minutes called.
- Anonymised data means data which has had all personally identifiable information removed.
- Apps means an application, such as one you've downloaded to your mobile or portable device.
- BT Group companies and BT Group plc means EE Ltd, Plusnet plc, Openreach Ltd, BT Communications Ireland Ltd, BT Business Direct Ltd, BT Cables Ltd, Tikit Ltd, BT Fleet Ltd, Pelipod Ltd and BT Law Ltd and the areas that make-up BT: Consumer, EE, Business and Public Sector, Global Services, Wholesale and Ventures, Technology, Service and Operations, Group Functions, BT Wifi, BT Shop and MyDonate.
- Binding corporate rules are designed to allow multinational companies to transfer personal
 information from the European Economic Area (EEA) to their affiliates outside of the EEA and to keep
 to data-protection legislation.
- **Browser records means** the types of websites that you visit, as well as the date, time, length of your internet session, cell site and network used, device information, your data usage, your IP address, and the nature of the websites you view.
- **Call records** means the date, time, length and cost of your communications, device information, the location the call was made to and from, the network used and the type of communication, including when you make calls abroad.
- **Cell site** means the place where we keep the antennae and communications equipment we use to create a cellular network over which we transmit communications.
- **Content** means any part of a communication which shares the meaning of the communication. This could be the title of an email, the content of a text message or a recording of a voicemail.
- Cookies are small text files (up to 4KB) created by a website and stored in the user's connected device

- either temporarily for that session only or permanently on the hard disk (called a persistent cookie).
 Cookies help the website recognise you and keep track of your preferences.
- **Data usage** means the volume of data you've used or what's included under your service agreement with us. This can be a download or upload volume.
- **Device information** means the MAC address, MSISDN, IMEI, IMSI and advertising identifiers for your device. Device information also means the hardware manufacturer, model and operating system version for the device.
- **EE**, **we** and **our** means EE Limited, covering all the products and services operated by our three brands in the UK-
 - EE, Orange and T-Mobile.
- **Encryption** means scrambling information into an unreadable form that can only be translated back using a special key.
- **IMEI** (international mobile equipment identity) is a unique number given to every single mobile-phone handset.
- IMSI (international mobile subscriber identity) a unique number identifying a mobile subscriber.
- IP address is a unique string of numbers that identifies each device using the internet or a local network.
- MAC address (media access control address) is a unique identifier assigned to a network connection made to a device.
- MSISDN (mobile station international subscriber directory number) means a mobile phone number that uniquely identifies a service subscription.
- Model contracts are standard contractual clauses set by the European Commission. They offer enough
 protection of people's privacy, fundamental rights and freedoms when their personal information is
 moved from within the EEA to outside of it. The contracts keep to data-protection legislation.
- Personal information means information that identifies you as an individual, or is capable of doing so.
- Power of attorney refers to the option to choose a trusted friend or relative (or more than one if you
 want) to act on your behalf. The person you appoint, called an 'attorney', can then use your money to
 pay bills, sell assets on your behalf and make gifts. In the UK an 'attorney' must be registered with the
 Office of the Public Guardian to be valid.
- **Regulatory obligations** means our obligations to regulators such as Ofcom and the Information Commissioner's Office.
- TV records means details of the devices you use (including the device information), the channels,
 programmes and adverts you watch on them, the services you access, how long you watch and what
 actions you take when doing so, including how you view, record and fast-forward programmes.
- **Tags** are an instruction inserted on a website that specifies how the site, or a part of the site, should be formatted and how it's performing.





Ashley posted this article. Got a comment? Good or bad, we'd be pleased to hear from you.

Was this article helpful?



OUR COMPANY

About Us

<u>Business</u>

<u>Partnerships</u>

EE Gender Pay Gap

Newsroom

<u>Financials</u>

Responsibility

LEGAL

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Modern Slavery Statement

USEFUL LINKS

EE Community

Insurance & Protection

Trade In

Staying safe online

<u>Careers</u>

EE Affiliate Programme

HOW TO FIND EE

Coverage Checker

Store finder

<u>Delivery</u>









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