



Pooled Energy Customer Data and Customer IT Security Policy

To deliver online services to you, Pooled Energy communicates either via your home-internet or an optional 4G mobile-data connection from your local Intelligent Pool Controller to our cloud-hosted servers. All communication over these channels is via a secured end-to-end VPN and firewalled from your home network with a software firewall. Additionally, we regularly enforce installation of security updates on the relevant platforms as presently unknown vulnerabilities are discovered by us and the wider internet community. While we make these very significant efforts to fully secure access to your home network, the inherent conditions of the internet and network communications mean that we cannot guarantee absolutely against third-party access. Accordingly, our liability is limited to (a) advising you in the event should such a breach be detected and (b) taking all practical steps to close the vulnerability which lead to it in order to prevent a recurrence.

There is some necessary customer data and information which we must store in the course of doing business. Whilst we make very significant process and security practice efforts to secure your personal information and data, due to the inherent conditions of the internet, communication systems, and electronic storage, we cannot guarantee absolutely against third party access to this data during transmission, communications via electronic mail, and storage on our systems or otherwise in our care. Accordingly, our liability is limited to (a) advising you in the event should such a breach be detected and (b) taking all practical steps to close the vulnerability which lead to it in order to prevent a recurrence.