

Privacy Policy

You are viewing our old policy. [Click here](#) to view our current policy.

To help you understand our Privacy Policy we've added plain language explanations. These are highlighted in colour below selected sections.

WonderBill Privacy Policy (“Privacy”)

We respect the privacy of everyone who uses the WonderBill services, visits the WonderBill website or downloads and registers the WonderBill application.

Our privacy policy describes what personal data we collect, how and why we process it, whom we share it with, and your rights in relation to your personal data.

This is where you can find out what kind of information we collect about you when you're a WonderBill customer, why we collect it and how we use it.

Special Notice - if you are under 13 years old

Our website is not aimed at children under 13 years old. If you are under 13 years old, please do not send us your personal data (for example, your name, address and email address). If you are under 13 years old and you wish to ask a question or use this website in anyway which requires you to submit your personal data please get your parent or guardian to do so on your behalf.

We don't think children should pay bills, but if you're under 13 and want to ask us any questions or tell us anything about yourself you'll need to ask a parent or guardian to do it for you.

What personal data do we process?

We collect your personal data when you use our services, visit our website or download and register our app. This information may be either:

- Information that you provide to us – when creating your WonderBill account profile, we will ask for your name, e-mail address, telephone number (optional) and your contact preferences. Depending on your use of the WonderBill services we will collect and store information contained in your utility bills and other bills that you decide to upload to your WonderBill profile.
- Information that we obtain through your use of WonderBill services - we will collect information about how and where you use WonderBill services as well as aggregated information about you such as your age group or residence. Such information may include electronic device information, IP addresses, the website from which you linked to our website, log information, browser type and preferences, location information (with your consent), online identifiers to enable 'cookies' and similar technologies.
- When creating your WonderBill account you can choose to participate (with your consent) in connecting your bank account securely with our trusted partner TrueLayer Limited an Authorised Payment Institution to provide account information services and payment initiation services, who are subject to UK and EU data protection laws and required to treat your data in accordance with those laws ([Privacy Policy](#)). TrueLayer are regulated by the UK Financial Conduct Authority (Firm Reference Number: 793171).
- We will then process your personal information which includes your name, address, date of birth, account information, account balance and transactions. This information will be used to identify household bill data.

We ask for details we need to log in to your accounts and collect your bill information from your service providers.

If you choose to connect your bank account to WonderBill we will collect information about your nominated accounts.

We'll also collect some personal information, like your address so we can help you with recommendations more quickly.

These recommendations will be based on your use of WonderBill as well as your bills. We'll also collect information about how you use WonderBill so we can see how our product's performing.

We collect this with your consent when you sign up to WonderBill.

Why are we processing your personal data?

The personal data covered by this Privacy Policy is only processed:

- with your explicit consent; or
- where it is necessary to conclude a transaction with you (such as payment information); or
- where it is necessary for WonderBill to comply with a legal obligation or where the processing activity is necessary for the purposes of the legitimate interests of WonderBill (for example, fraud prevention and detection, maintenance and improvement of our services or adding new features to our services, pursuing legal

actions or ensuring the security of the WonderBill service).

Where the processing is based on consent, you have the right to withdraw your consent at any time. This will not affect the validity of the processing prior to the withdrawal of consent. Where you choose not to provide us with information set out above, the only consequence is that it will affect your ability to fully use WonderBill.

When you sign up to WonderBill, you agree that it's ok for us to collect the information above when you use our app and website.

You can change your mind at any time and ask us to delete your account. We might need to access your information in unusual circumstances e.g. if we're legally obliged to do so. If you don't want to provide your consent for us to use your personal information, you won't be able to use WonderBill.

Who is responsible for any personal data collected?

WonderBill Limited with registered number 10515447 whose registered office is at Shell Centre, London, England, SE1 7NA, UK, is the controller for the processing of your personal data.

We're registered as data controllers, which allows us to process your personal information and manage your bills with your consent. We're registered as a Limited company at Companies House and subject to all UK laws.

For what purposes do we process your personal data?

We process your personal data for the purposes of:

- maintaining and promoting contact and relationship with you;
- account management including account verification (that is, ensuring that only you or someone you have authorised can access your account and information);
- customer service and development;
- performance of and analysis of market surveys and marketing strategies;
- conducting data analysis, on your bills to so that we can offer you potential saving opportunities and promotions and contests;
- detecting or preventing fraud;
- conducting audits, to verify that our internal processes function as intended and are compliant with legal, regulatory or contractual requirements;

Your personal data isn't sold to any third parties. When we use the information we collect about you, we do it so we can keep you up to date with the accounts you've connected to WonderBill.

We'll also offer you switching deals and competitions based on what we know about you, where you live and your previous bills. Sometimes we also need to check that

there aren't any fraudulent accounts connected to WonderBill.

Who will you share my personal data with?

Your personal data is exclusively processed for the purposes referred to above and will only be shared on a strict need to know basis with:

- Service providers involved in price comparison services or other authorised service providers involved in WonderBill operations that remain under control of WonderBill;
- With your consent, authorised third party companies in co-operation with WonderBill such as utilities providers;
- A competent public authority, government, regulatory or fiscal agency where it is necessary to comply with a legal or regulatory obligation to which WonderBill is subject to or as permitted by applicable local law;
- Any person to whom WonderBill proposes to transfer any of its rights and/or duties;
- When you are referred to an authorised service provider we receive analytical data about your interactions to help us tailor our offerings to you.

Shell Energy Partnership

Shell Energy Retail Limited (Shell Energy) is one of our trusted partners, and some customers may have joined via Shell Energy's app or website.

If you have joined WonderBill via Shell Energy, your name and email address were shared with WonderBill when you joined, to help us setup your account more easily.

You may receive deals and offers tailored to this Shell Energy partnership which may not be available through other channels, in accordance with your communication preferences.

Shell Energy will handle your personal information in accordance with Shell Energy Retail Limited Privacy Policy, which can be found on their website: <https://www.shellenergy.co.uk/info/policies/privacy>

We'll only share some personal data with Decision Tech (part of the Moneysupermarket Group) and Seopa, who provide us with switching services.

This will only happen if you choose to use our switching services. We'd also need to give information to any government agencies who request it lawfully.

If you've signed up via the Shell Energy app or website, limited information will be shared to Shell Energy and you'll be asked to agree to this.

Communication and marketing

If you have consented to receive offers from WonderBill, you may receive offers that are tailored towards your personal preferences based on analysing your use of WonderBill services, your purchase history with the utilities providers and other service providers, your participation in promotions, surveys and other digital channels.

You may receive your offers by different communication channels, such as email, SMS, through the WonderBill portal, app (through push notifications), social media or any other digital channels used by you. You may adjust the communication preferences by contacting us at myinfo@wonderbill.com or support@wonderbill.com as well as through the use of the unsubscribe functionality or communication preferences for the different digital channels, if available.

Even if you have not consented to receive offers we may send you service updates and notifications that are necessary for the proper functioning of the WonderBill services that you use (like notifications that a new utilities bill has been uploaded or targeted communications based on analysis of your bills with potential saving opportunities).

If you tell us you're happy for us to send you marketing information, we'll send you offers and promotions based on the information we have about you.

You can change your marketing preferences on our app, website and by emailing us at support@wonderbill.com.

If you don't want us to send you marketing information we won't, but we will still send you important service updates that you need to keep using WonderBill.

Automated processing of Your Data

We use different technologies to process your Personal Data. We evaluate the way you use our Services to improve the predictability and usefulness of our Services, also through the application of algorithms.

We may also analyse the data that you have provided to us directly or data contained in your utility bills and other bills uploaded to the WonderBill service in order to provide you personalised recommendations and suggestions for third party utilities and other service providers (upon your consent).

WonderBill works best when it's able to analyse your bills and help provide you with this analysis. This automation helps us make the service better for you - We don't sell your personal data.

Interaction between you and us

We are interested in your views, and we value feedback from our clients and visitors, we therefore have set up notice boards, newsgroups, feedback, email, forum facilities and/ or

chat rooms. If at any time this website offers any chat rooms, notice board facilities, newsgroups etc. we may collect the personal information that you disclose in accordance with this Privacy Policy.

You're free to share your thoughts about WonderBill on any of the discussion channels we set up in the future. Anything you share will be collected in the same way we collect information from our app and website.

If you communicate with us through social media

If you choose to interact with WonderBill through social media such as LinkedIn, Facebook and/or Twitter, your personal data (such as your name and the fact that you are interested in WonderBill) may also be visible to the visitors of your personal webpage on LinkedIn, Facebook and/or Twitter, according to your privacy settings on the social media services. WonderBill is not responsible for the processing of personal data or the privacy policy of such social media websites.

When you communicate with us through our Facebook page (for example, when you post a comment, upload media, send a personal message or become a fan of us by clicking the "Like" button, we may receive personal data about you (such as your (user) name, profile photo, your residency, your email address and your gender). We will process such information in accordance with this Privacy Policy.

When you talk to us on social media, anyone who can see your profile can see whatever information you've made public. We can't control this, it's up to you.

WonderBill will also be able to see whatever information you've made public, and we'll treat this in the same way we treat information about you on our app and website.

My data and my rights

We aim to keep our information as accurate as possible. You can access your personal data, request correction or deletion of the personal data (but only where it is no longer required for a legitimate business purpose such as completing a transaction) and request that the processing of the personal data is restricted. You also have the right to receive personal data that concerns you and which you have provided to us, in a structured, digital format that you can use elsewhere if you need to. Please send your request via email to support@wonderbill.com

You can request to see all the personal information we have about you after you've signed up to WonderBill. This will be provided in a format that you can use elsewhere, if you need it to.

You can also ask us to delete it, which we will, unless we have grounds to keep it and this information would be anonymised so that you cannot be identified. You can email us with questions and requests at support@wonderbill.com

Transfers of personal data

Where your personal data has been transferred to authorised third parties located outside of your country (including outside of the European Economic Area) we take organisational, contractual and legal measures to ensure that your personal data is exclusively processed for

the purposes mentioned above and that adequate levels of protection have been implemented to safeguard your personal data.

Except as set out in this privacy policy, we will not disclose any personally identifiable information without your permission unless we are legally entitled or required to do so (for example, if required to do so by legal process or for the purposes of prevention of fraud or other crime) or if we believe that such action is necessary to protect and/or defend our rights, property or personal safety and those of our users/customers or other individuals.

If your data is processed by a party outside the EU, we take responsibility for making sure it's handled safely and lawfully.

This includes being compliant with the GDPR. We won't share anything we don't have your permission to share and we'll protect your right to privacy.

You can email us at support@wonderbill.com if you'd like to know more.

Security of your personal information

We have implemented technology and policies with the objective of protecting your privacy from unauthorised access and improper use. In particular, we may use encryption for some of our services, we apply authentication and verification process for access to WonderBill services and we will update these measures as new technology becomes available.

All the information we have is encrypted. That means that no one outside of WonderBill would be able to read it.

Our security standards are very high and we're always improving them. You can find out more about our security on our [security page](#).

How long we retain your data

Personal data provided to WonderBill in line with this Privacy Policy will be deleted or rendered anonymous (such that it will no longer be possible to identify you) without undue delay after your request that your WonderBill account profile is deleted and/or if you discontinue using the WonderBill services.

We will also delete or render anonymous your personal data in accounts that will be deactivated upon a period of inactivity. We will notify you before your account is closed due to inactivity so you have an opportunity to retrieve your information, or restore the activity of your account.

The only exceptions are when your personal data is processed as part of a financial transaction or when it is required for the detection or prevention of fraud.

We'll delete information we have about you or make it anonymous if you ask us to.

We'll only keep information after you ask us to delete it if we need to, for exceptional or legal reasons.

Your accounts may be closed after a period of inactivity, but we'll let you know before we do this.

Changes to this Privacy Policy

This Privacy Policy may be changed over time. You are advised to regularly review the Privacy Policy for possible changes but if the changes are significant, we will provide you with appropriate notice, including e-mail notification if necessary.

This Privacy Policy was last updated in July 2020.

Cookies policy

We use the term “cookies” to refer to cookies and other similar technologies covered by the EU Directive on privacy in electronic communications.

What is a cookie?

Cookies are small data files that your browser places on your computer or device. Cookies help your browser navigate a website and the cookies themselves cannot collect any information stored on your computer or your files.

When a server uses a web browser to read cookies they can help a website deliver a more user-friendly service. To protect your privacy, your browser only gives a website access to the cookies it has already sent to you.

Why do we use cookies?

We use cookies to learn more about the way you interact with our content and help us to improve your experience when visiting our website. Cookies remember the type of browser you use and which additional browser software you have installed. They also remember your preferences, such as language and region, which remain as your default settings when you revisit the website. Cookies also allow you to rate pages and fill in comment forms. Some of the cookies we use are session cookies and only last until you close your browser, others are persistent cookies which are stored on your computer for longer.

How are third party cookies used?

For some of the functions within our websites we use third party suppliers, for example, when you visit a page with videos embedded from or links to YouTube. These videos or links (and any other content from third party suppliers) may contain third party cookies and you may wish to consult the policies of these third party websites for information regarding their use of cookies.

How do I reject and delete cookies?

We will not use cookies to collect personally identifiable information about you. However, should you wish to do so, you can choose to reject or block the cookies set by WonderBill or the websites of any third party suppliers by changing your browser settings – see the Help function within your browser for further details. Please note that most browsers automatically accept cookies so if you do not wish cookies to be used you may need to actively delete or block the cookies.

You can also visit www.allaboutcookies.org for details on how to delete or reject cookies and for further information on cookies generally. For information on the use of cookies in mobile phone browsers and for details on how to reject or delete such cookies, please refer to your handset manual.

Note, however, that if you reject the use of cookies you will still be able to visit our websites but some of the functions may not work correctly. By using our website without deleting or rejecting some or all cookies, you agree that we can place those cookies that you have not deleted or rejected on your device.

Cookie	Description	Opt-Out Link/More details regarding specific privacy policy
Google Analytics	We use Google Analytics to understand how our media campaigns work and how you interact with our website in order to improve the user experience.	https://tools.google.com/dlpage/gaoptout
Google tracking cookies	Google tracking cookies enable us to understand if you complete certain actions on our website(s) after you have seen or clicked through one of our adverts served via Google. Based on the content you have engaged with on our websites Google are able to deliver some targeted adverts across other Google partner websites.	https://support.google.com/ads/answer/2662922?hl=en

Facebook	Facebook helps you stay in touch with your network through their website/ mobile application. We make it easier for you to share any content of interest on Facebook and sometimes, we may present with some targeted adverts on Facebook based on your engagement with our website(s).	https://en-gb.facebook.com/help/568137493302217
Mixpanel	We use Mixpanel to understand how users arrive on our website(s) and how they engage with us on the website. The data is used to improve the user experience. Mixpanel also uses this cookie to understand the content with which you have engaged on our website(s) so they may subsequently deliver some targeted advertisements to you.	https://mixpanel.com/legal/privacy-policy/
Quotezone (Seopa Limited)	We've partnered with Seopa Limited (trading as Quotezone) who are an insurance price comparison site. WonderBill's insurance switching form is provided by Seopa and they use your information to find you a better deal for home and car insurance policies if you use this feature. You can find out more by visiting their privacy policy.	https://www.quotezone.co.uk/privacy-policy
TrueLayer Limited	We use a tool provided by TrueLayer Limited that allows you (with your consent) to connect your payment accounts via an Open Banking API and import information from your payment accounts to us if you choose to use this feature.	https://truelayer.com/privacy/

How can you contact us?

If you have any issues, queries or complaints regarding the processing of your personal data and this Privacy Policy please contact us at support@wonderbill.com. Should you wish to

contact our Data Protection Officer or obtain more details about our Data Protection Officer, please reach out to support@wonderbill.com and we will revert back to you to determine the nature of your query.

If you are unsatisfied with the handling of your personal data by us or the manner in which your complaint has been handled, you have the right to lodge a complaint to the **UK Information Commissioner's Office (ICO)** or the **Dutch Data Protection Authority**.