

REDEXIS GAS SERVICIOS, S.L.U. PRIVACY POLICY



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Redexis Gas Servicios, S.L.U. (hereinafter, “**Redexis Servicios**”) has prepared the following Privacy Policy in order to inform you of the ways in which your personal data will be processed. Redexis Servicios uses ANIDIA as its commercial trademark. You can find a summary of this Privacy Policy on the following websites: www.redexis.es and www.anidia.es

If you wish to make any enquiry or require further information, please contact our Data Protection Officer by email at dpo@redexis.es

Name of the data controller responsible for any data you provide

The data controller responsible for your personal data is Redexis Servicios, with registered office at Calle Mahonia 2, 28043 Madrid.

Redexis Servicios is a company that, among other activities, provides research, development and operational services and energy-related activities such as photovoltaic installation and the provision of natural gas for vehicles, hydrogen, renewable gases, etc.; it also provides value added services and maintenance in the industrial and domestic energy sectors.

The following section explains the types of personal data that are collected by Redexis Servicios and the uses to which they are put.

What types of data does Redexis Servicios collect?

Redexis Servicios collects the following personal data:

Identifying details and contact information (such as name, ID number, telephone details, etc.), and information on the property that you occupy (e.g. address, floor, type of property etc.) and basic invoicing and bank details (invoicing address, current account or IBAN number, etc.).

This information is necessary in order to attend to the request you have submitted or the contractual relationship that you maintain with us or with the companies with which Redexis Servicios works (you can find more information on these companies on our website).

You can update this information at any time

- **Data required to make an analysis of financial solvency** (rating) prior to the engagement of the boiler renting service, the sale and installation of gas appliances or photovoltaic panels, or the engagement of any other service or equipment relating to the consumption of energy at your property or business. This analysis may be carried out by third party companies, as data processors engaged by Redexis Servicios, based on any information that you may provide, such as income, the existence of loans or guarantees, or based on information from other sources (such as, for example, the National Employment Institute, etc.) to which we are legitimately able to gain access and from which statistical or aggregate information may be obtained.

- **Technical data relating to equipment.** This information refers to the characteristics of the equipment installed and for which a service is provided (equipment model, age, incidents and repairs carried out, etc.), and it is required in order to issue the relevant invoice and properly provide the contracted services.

- **Connection and browsing data.** In this case we may gain access to your device's IP address, its identification code and metadata. For more information, please consult our Cookies Policy.

- **Other data offered voluntarily by you when you contact us.** If you contact us for any reason (using our forms or contact phone numbers in order to submit a claim, make an enquiry, etc.) we collect a wide range of information that you make known to us, in order to be able to attend to the enquiry or request you are making.

What do we use your personal data for? What is the legal basis that allows us to engage in this data processing?

We use your data in order to be able to offer you our services, quote prices and manage the contractual relationship that we maintain with you. This includes:

- Invoicing the service provided (the interior installation or fitting of energy appliances, the boiler renting service, the sale and installation of gas appliances or photovoltaic panels, or the engagement of any other service or equipment relating to the consumption of energy at your property or business; the maintenance and servicing of this equipment or any other service you may have contracted from Redexis Servicios).
This processing is carried out on the basis of the existence of a contractual or pre-contractual relationship.
- Making an analysis of solvency (rating) after certain services are engaged.
Data processing is based on the adoption of pre-contractual measures.
- Resolving claims.
Data processing is based on the existence of a contractual or pre-contractual relationship with you.
- Replying to any enquiries and requests you may make.
Data processing is based on your consent, given when you submit a communication or request to us.
- Proceeding, where applicable, with claims for outstanding amounts. In the event of a repeated failure to make payment, your debt will be notified to a solvency and credit rating register, though always in accordance with the restrictions set out in the regulations in force. Before making any such notification, Redexis Servicios will inform you of the nature and amount of your debt and of your forthcoming inclusion in the said register.
Data processing is based on the existence of a contractual relationship.
- Engaging in promotional activities for our products and services and the products and services offered by third parties. If you authorise us to do so, we may send you

information relating to products and services in the energy sector for your home or business, or information designed to promote the construction of energy infrastructure. This information may refer to our own products and services or those of third party companies.

To this end, we shall use all of the data collected directly from you or generated as a result of the use of our services, including our website. You can consult our Cookies Policy.

Working from the personal data mentioned above, we will create a simple user profile for you (for example, based on the kind of home or business that you operate at the highest consumption times, or based on other contracted services), as a prior step to sending you advertising or creating campaigns. Please bear in mind that it is always our intention to send you information on products and services that are suited to your needs of that could represent an improvement on the tariffs or conditions that you enjoy. For this reason, we believe that this creation of a simple profile is a processing activity that is in itself linked to the forwarding of promotional material.

- Carrying out internal analyses. For purely internal purposes and to allow us to gather internal information on which products or services are most in demand, the products or services that we need to improve, or the way in which we should act in relation to our Redexis Servicios channels, we may process your data in aggregate form (i.e. in a way that does not identify you) or, where applicable, using pseudo-anonymised processing, in order to:
 - Carry out internal analyses and prepare studies, reports and statistics that will allow us to adapt the activities engaged in and the commercial information provided by Redexis Servicios.
 - Understand the way in which customers in general interact with Redexis Servicios, in order to ascertain levels of satisfaction among our customers and users and identify any areas in which we may improve.

With whom do we share your data?

The different departments at Redexis Servicios can access your personal data in order to perform the duties listed in this Privacy Policy. Redexis Servicios also uses various service providers (classified as data processors) to perform some of its duties. These service providers include other companies in the Redexis Gas Group and may change over time. You can find the names of our main suppliers on our website at www.redexis.es.

In addition, in the event that you contract a service for the installation of boilers, the installation of gas appliances or photovoltaic panels, or the engagement of any other service or equipment relating to the consumption of energy at your property or business, your data will be passed on to the manufacturer of the equipment in question for the purposes of managing any related warranties in the event that the said manufacturer needs to know any user details.

How long do we keep your data for?

Your data will be kept while we continue to maintain a contractual relationship with you, to ensure that the relationship is properly managed. Once that relationship has ended, we must keep your data for an additional period that may not under any circumstances exceed 20 years, in order to comply with our legal obligations.

In the event that you have authorised the sending of commercial communications, we shall keep your data until you withdraw your authorisation or we confirm that your data is out of date. In this regard, we may contact you in order to confirm that you still wish to receive our offers and to confirm that your contact details are correct.

Your rights

Pursuant to the data protection regulations currently in force, you may exercise a number of rights:

- You may request access to your data and obtain a copy thereof.
- You may ask that your data be corrected or deleted in some cases.
- You may object to the creation of personalised profiles.
- You may request the restriction of the processing of your data.
- You may request the portability of any data you have provided. If you have consented to the sending of commercial communications, you have the right at any time to withdraw your consent and we will no longer send you any offers.

Redexis Servicios furthermore recognises your right to submit a claim to the Data Protection Officer (“**DPO**”) in the event that you believe that your personal data have been the subject of improper processing. Your claim will be confidentially investigated and you will receive a response from our DPO. You also have the right to submit a claim to the Spanish Data Protection Agency, especially if you have not received satisfaction following the exercise of any of the rights indicated in this section.

In order to exercise your rights, you may contact us in the following ways:

- By ordinary mail at the following address: Calle Mahonia 2, 28043 Madrid
- By email: dpo@redexis.es.