



## REDEXIS GLP, S.L.U. PRIVACY POLICY



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Redexis GLP, S.L.U. ("**Redexis GLP**") has prepared the following Privacy Policy in order to inform you of the ways in which your personal data will be processed. You can find a summary of this Privacy Policy at the following website: [www.redexis.es](http://www.redexis.es)

If you wish to make any enquiry or require further information, please contact our Data Protection Officer ([dpo@redexis.es](mailto:dpo@redexis.es) or by ordinary mail at Mahonia 2, 28043 Madrid)

### **Name of the data controller responsible for any data you provide**

The data controller responsible for your personal data is Redexis GLP, S.L.U. with registered office at Calle Mahonia n.º 2, 28043 Madrid.

Redexis GLP is a distribution and selling company of liquefied petroleum gases (LPG), whose operations are governed, *inter alia*, by the contents of Spanish Hydrocarbons Sector Act 34 of 7 October 1998 and the regulations by which it is implemented.

The following section explains the types of personal data that are collected by Redexis GLP as a gas distributor and seller and the uses to which they are put.

### **What types of data does Redexis GLP collect?**

Redexis collects the following personal data:

- **Identifying details and contact information (name, ID card, telephone number, etc.), and information on the home in which you live (address, flat, etc.).** We collect these data when you formalise the gas supply contract, either through the website or the App. You can update this information at any time or cancel the service.
- **Data necessary to carry out a credit scoring analysis prior to contracting the service of boiler rental, sale and installation of gas equipment or any other service or equipment related to the energy consumption of your property.**
- **Identifying details and basic financial information.** Prior to contracting the service of boiler rental, sale and installation of gas equipment or any other service or equipment related to the energy consumption of your property that you wish to contract with Redexis GLP, this company will carry out an analysis of your creditworthiness. The objective of this analysis is to evaluate your payment capacity and guarantee the viability of the financing transaction you request.

This analysis will be carried out by Incofisa Risk Services, S.L. based on the data provided by you, and on information prepared by said company. The performance of this analysis is a necessary requirement for the approval of the transaction.

- **Consumption data and technical data of the installations.** This information is necessary to issue the relevant invoice and to carry out a correct management of the supply.
- **Miscellaneous data offered voluntarily by you when you contact us.** If you contact us for any reason (because you wish to make a claim, to give notice of an emergency, to make an enquiry or to make any other kind of request) we collect information of very different kinds 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?**

We use the data primarily for the purpose of managing our contractual relationship with you. That includes:

- Invoicing the supply carried out as well as the services provided (interior installation or placement of energy devices, boiler rental service, sale and installation of gas equipment or of any other service or equipment related to the energy consumption of your household, maintenance and inspection of the same or any other value-added services that you have contracted with Redexis GLP).
- Carrying out a credit scoring analysis prior to contracting the services of boiler rental, sale and installation of gas equipment or contracting any other service or equipment related to the energy consumption of your household.
- Making an proper forecast of the gas to be supplied.
- Checking for possible service failures, breakdowns or fraud.
- Resolving claims.
- Replying to any enquiries and requests you may make
- Proceeding, where appropriate, to claim amounts due. In the event of repeated non-payment, and always within the limits established by the regulations in force, your debt will be communicated to a financial solvency and creditworthiness file. Before such communication, Redexis GLP will inform you of the amount and invoiced items concerning your debt and of the imminent inclusion of the same in such file.

In addition, and provided that you have authorised us to do so, we may send you information relating to products and services in the energy sector, or information designed to promote the construction of infrastructure for the transmission and distribution of gas.

### **With whom do we share your data with**

The different departments at Redexis GLP can access your personal data in order to perform the duties listed in this privacy policy. Redexis GLP also uses various service providers to perform some of its duties (e.g. meter reading, compulsory servicing, etc.). These service providers may change over time. You can find the names our main suppliers at [www.redexis.es/](http://www.redexis.es/)

Redexis GLP sends various communications to the bodies and authorities that regulate the gas sector. This exchange of information is made in compliance with the regulations in force, as the

company operates in a regulated marketplace, and it is furthermore made for the sole purpose of complying with the obligations by which each company is bound.

### **How long do we keep your data for?**

Your data will be kept while we continue to maintain a contractual relationship with you. We will not disclose your data to third parties for any reason whatsoever. Once this relationship comes to an end, we will keep your data for an additional period not exceeding 20 years in order to attend to 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 GLP furthermore recognises your right to submit a claim to the 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 your rights.

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](mailto:dpo@redexis.es)
- By calling customer service phone number 900 811 339.
- By accessing the Registered user area in our website.